



Position Description

Specialist Homelessness Service Youth Worker

Location	Homelessness Services (Rockhampton)
Department	Youth and Family Services
Award	Social, Community, Homecare & Disability Services Industry Award
Classification	As per employment contract
Employment Status	As per employment contract

POSITION SUMMARY

The position of Specialist Homelessness Service (SHS) Youth Worker is responsible for the general operation of Jack’s House homeless shelter. This includes supervision and support of young people accessing our services. This position will be required to assist with crisis and behaviour management, case management, client personal development activities and other programs to assist with independence and personal growth of young people. This position will contribute to the operation of several funded programs within the homelessness team. These include the following:

Jack’s House (Rockhampton) is a Department of Housing funded crisis accommodation shelter for young people aged 16-25 who are homeless or at risk of homelessness. The role of SHS Youth Worker comprises of day, afternoon, evening, and weekend shifts.

Crisis Accommodation Program (CAP) is a Department of Housing funded program which provides supported crisis accommodation units. Youth Workers assist young people to achieve independent, long-term housing. Accommodation in CAP units is short term. Support visits are usually an hour in duration twice a week. Support given depends on the goals outlined in each case management plan, and includes independent living skills – cooking, cleaning, budgeting, assistance to gain independent long-term housing, through the Adaptable Living Program.

Mobile Support provides individualised support to young people aged 16-25 who are living independently. The program aims to provide practical support for the emotional well-being of the young person. As well as guiding young people to maintain and sustain their tenancies. This includes referrals to appropriate service, information provision, advocacy, transport to appointments and practical assistance. This unique service also provides a program called the Adaptable Living Program, the aim of the program is to assist young people living independently to sustain and maintain their accommodation to reduce the cycle of homelessness.

Key Responsibilities/Outcomes:

The main responsibilities of the SHS Youth Worker:

- Provide individual and group (centre and outreach) case management services in accordance with RQ policy and procedures, RQ shelter guidelines and evidence-based best practice, funding guidelines, and within scope of practice.
- Maintain and manage client records and documentation within a case management framework, in Client Information Management System databases provided.
- Participate in handover meetings, peer supervision and multi-disciplinary team meetings as needed.
- Participate in internal supervision and staff meetings.
- Promote and adhere to ethical standards and best practice, including mandatory reporting of abuse/harm, privacy and confidentiality, management of risk, and child protection.
- Promote and participate in the ongoing operational planning of homelessness services and ensuring a commitment to quality and safety standards.
- Promote and participate in community awareness events and networking meetings.
- Participate in recreational outings, cleaning and driving of transport vehicle.
- Management of challenging behaviours occasionally demonstrated by young people.
- Other duties as required.

Relationships

The position holder will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent Roseberry Qld to the public, community, government, and other organisations to ensure links are maintained to optimise service delivery to clients and promote community awareness of issues affecting young people.

Reports To:	SHS Supervisor
Indirect Reports to:	Youth & Family Services Manager
Internal Relationships	Roseberry Qld Staff Youth and Family Services Team
External Relationships	Other external partners, vendors, providers, and key stakeholders

Selection Criteria

Essential

- Youth Work qualification and/or Behavioural/Social Science degree would be viewed favourably;
- A good understanding of the issues causing homelessness for young people and the resultant issues; and an ability to provide appropriate services to address these issues in accordance with the service agreements and organisational policies.
- High level administrative skills, including high level computer literacy with experience in word processing and Data Base use and the ability to write and maintain client related documentation.

- Demonstrated experience in working with young people including providing support to young people who are homeless or at risk of homelessness;
- Demonstrated understanding of casework principles for young people and the ability to translate this into practice

Personal Attributes

- High levels of professionalism, confidentiality and discretion.
- The ability to work independently and be a positive and collaborative team player.
- Strong leadership & mentoring skills.
- Role model socially acceptable behaviour and manage challenging behaviours
- Adaptability and flexibility to changing work environments and requirements.
- well-developed planning, time management and organisational skills
- well-developed interpersonal and oral communication skills including the ability to engage with a range of people including young people, colleagues, other agencies, government officers and other stakeholders.

WORKPLACE POLICIES AND PRACTICES

All employees and contractors are required to familiarise themselves with the organisation’s policies and procedures and to abide by them at all times.

The position holder must also:

- Maintain a current check for working with young people, as per the relevant state legislation.
- Undergo a current and satisfactory Police Check.
- Maintain a current driver’s licence
- Maintain a current First Aid Certificate
- Participate in annual individual performance reviews and professional development planning.
- Have some flexibility to travel, and to work after hours (including weekends and evenings).

Approved By

Michelle Coats

Date Approved

28/03/2024