



POSITION DESCRIPTION

POSITION TITLE	Youth Case Manager
PROGRAM	Hope Street in Whittlesea Support for Young People That Really Counts (SFYPTRC)
REPORTS TO	Team Leader Hope Street in Melton/ Whittlesea
LOCATION	This position is based in Thomastown. From time to time the incumbent may be requested to work from, or to be based at, other Hope Street sites.
DAYS & HOURS	Part Time 38 hours per fortnight Monday – Friday between hours 8am – 6pm by agreement.
CLASSIFICATION	Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 – Level 4 Access to NFP tax concessions specifically salary packaging scheme offering up to \$18,550 of our salary tax free.
OVER AWARD CONDITIONS	Personal Carers leave – 12 days in first year of service and 14 days per year thereafter, pro-rated for part-time

ORGANISATIONAL INFORMATION

Hope Street Youth and Family Services Limited ("Hope Street") based in the Northern and Western regions of Melbourne, is one of the longest established specialist youth homelessness services in Victoria delivering a broad range of support services to young people who are experiencing or at risk of homelessness.

With 40 years' experience in delivering responsive services to young people in local communities, Hope Street provides both strategically targeted and holistic programs for young people aged 16 – 25 years old, including young families. These programs incorporate the following:

- Short term supported crisis accommodation
- Assertive outreach support
- Youth reconciliation involving counselling and support for young people and families
- Advocacy, resource and referral services
- Supported transitional housing

Hope Street is a not-for-profit organisation whose vision is a society in which all young people and young families have a safe place to call home. Our purpose is to influence change to end youth homelessness and empower young people and young families to reach their full potential. Our values are Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.

Hope Street has a zero tolerance to all forms of violence, including child abuse, and is committed to creating safe communities which focus on the best interests of children and young people. The organisation promotes the safety and empowerment of all children and young people acknowledging both their individual diversity and cultural heritage.

Visit our website www.hopest.org for more information.

PROGRAM INFORMATION

The Hope Street in Whittlesea program is a State Government initiative developed from the Youth Homelessness Action Plan Stage 2 - Creating Connections* and released as Support for Young People That Really Counts (SFYPTRC). This is a key government strategy for responding to youth homelessness utilising a housing and support model based on the Victorian Step Forward approach.

The program's target group is young people and young families with connections to the local government areas of Whittlesea who are either currently engaged or ready to engage in employment, education and



training and the activities of the program. The program aims to proactively assist young people to develop their skills and abilities to live interdependently in their local community including enjoying meaningful and sustainable relationships. Young people may live in the units and participate in the program for the length of their tenancy prior to moving into interdependent living in their community. Outreach support is available after exiting the units.

The Hope Street in Whittlesea program is located in Thomastown; comprising of 5 single bedroom units for individual young people and 2 two-bedroom units for young families and Preston; 4 two-bedroom units for individual young people. The program operates from Thomastown on the same site which has been refurbished to provide office and workshop space.

With the leadership, support and direction of the Team Leader, the three case managers and two residential support (weekend) workers are responsible for the delivery of services to young people and the community in accordance with the model.

POSITION INFORMATION

The purpose of this position is to provide a strength-based case management support service to young people to develop interdependent, sustainable life options in accordance with the Foyer-like program model. A core focus of the program is proactively working with young people to access and/or maintain employment, education and training opportunities and achieve meaningful citizen participation. Achieving this within local communities using a participatory approach is a core aspect of the model.

KEY RESPONSIBILITIES

Service Delivery

Ensure that all activities of client service delivery are met in accordance with standards, policies, procedures and practice manuals. Activities such as:

- Develop and implement a collaborative, holistic client focused Case Plan including areas such as housing, income, education and training, health and wellbeing.
- Provide onsite support to young people accommodated in the program assisting to develop interdependent, sustainable life options, particularly focusing on the development of skills in relation to tenancy issues, employment, education and training, connection to culture, connections with community, personal and social development.
- Conduct exit planning when appropriate ensuring young people are linked to ongoing services as well as assessment for outreach support.
- Maintain a case load of young people and young families per the program requirements.
- Uphold young people's rights and responsibilities as developed by Hope Street including delivery of the tenancy and support component of the program model
- Advocating on behalf of clients
- Work within a multi-disciplinary team approach.
- Participate in relevant client, program and organisational meetings.
- Maintain a safe and secure environment for young people, staff and visitors

Community Development

- Establish and maintain effective working relationships with key homeless and allied support services that will enhance client connections with those services and client outcomes.
- Undertake community capacity building activities in the region to improve service systems responses to vulnerable young people experiencing homelessness or at risk of experiencing homelessness.

Professional Development

- Maintain physical resources and equipment for safe/peak operation
- Participate in professional development
- Receive formal supervision
- Develop and implement Annual Work Plan
- Complete Annual Performance Appraisal



Administration & Reporting

- Maintain accurate client records and statistical data for effective case management, compliant with DFFH and Hope Street requirements.
- Contribute to internal administration and reporting as required, such as registers, minutes of meetings, reports (monthly and annually), checklists/file development; internal and external financial recording (e.g. HEF; CEEP; Bond Loan Scheme).
- Accurate recording and notification of client risk management alerts per policy and procedure including Client Incident Management System (CIMS)
- Other duties as required

General

- Adhere to Hope Streets values of Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.
- Adhere to the Child Safe Standards and Hope Street Code of Conduct
- Comply with organisational policies and procedures as updated from time to time
- Always maintain a safe environment.
- Undertake a police check prior to commencement and every three years thereafter and inform Hope Street immediately of any convictions.
- Maintain an up to date Working with Children Check.
- Actively participate in supervision and performance review procedures
- Contribute to a positive organisational culture
- Actively work individually and collectively to achieve a service and work environment where equality of opportunity, access and inclusion are fostered.
- Undertake other duties as requested

KEY SELECTION CRITERIA

1. Minimum bachelor's degree qualification in Social Work, Youth Work, Human Services or health/welfare related qualifications.
2. Demonstrated ability to engage, motivate and support young people with complex needs utilising a case management framework.
3. Demonstrated knowledge and ability to respond to young people with needs in Transitional Housing or other housing/accommodation settings including knowledge of accommodation and housing referral and intake processes.
4. Demonstrated understanding of the youth homelessness service system and allied services best placed to support and divert young people from homelessness.
5. Demonstrated client centered practice reflecting industry approaches strengths base, trauma informed practice.
6. Demonstrated highly developed communication skills including report writing, listening, negotiation, problem solving, decision making and advocacy.
7. Intermediate Microsoft Office applications; Outlook, Word, Excel, PowerPoint.
8. Current drivers license

Employee Name _____

Manager Name _____

Employee Signature _____

Manager Signature _____

Date _____

Date _____