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| **Position Title & Level/Grade:** | Youth Housing Specialist Level 5 CatholicCare Enterprise Agreement | **Department:** | Youth, Mental Health, Homelessness & Family Support |
| **Reports to:** | Outreach and Residential Services Manager | **Supervises:** | Nil |
| **Internal Liaisons:** | The Youth Housing Support Service Youth Housing Specialist will report directly to the Outreach and Family Services Manager and sits within the Youth, Mental Health, Homelessness & Family Support Portfolio. | **External Liaisons:** | ACT Community Services Directorate (funding body) and other key stakeholders and relevant agencies. |

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| **Position Objective** | The Youth Housing Support Service (YHSS) provides outreach support within a case management framework to young people who are homeless or at risk of homelessness, between the ages of 15 - 25yrs. The role provides support to young people to obtain or sustain appropriate accommodation using a strength’s based case management model, information, advocacy & referral. This role assists young people to address the barriers which create and perpetuate homelessness, it requires a person centred approach, an understanding of the issues related to homelessness, effective time management and administration skills. You will be required to work with minimal supervision as an outreach worker, as well as working effectively within a small team. The service operates across the ACT. |
| **Key Responsibilities** | **Operations and Contract Management*** Provide Strengths Based Case Management to a case load of 18 young people who are homeless or at risk of homelessness.
* Provide assertive outreach to support young people who are homeless or at risk of homelessness.
* Maintain effective administrative functions including, records, statistics and reports relevant to the program.

**Staff Development** * Attend Monthly Professional Supervision.
* Attend Team Meetings as required.
* Undertake professional development as per your Professional Development Plan and Program and CatholicCare Policies, including program specific core training.

**Quality Assurance*** Adheres to CatholicCare’s Code of Ethics and Conduct.
* Participates in Quality Assurance and Policy Reviews.

**Risk Management*** Comply with Organisational, Portfolio and Program Specific Policies and Procedures.
* Comply with Workplace Health and Safety Laws.

**Self-Management*** Meet KPI’s as per Performance Appraisal.
* Ensure that all client meetings and appointments are placed in your outlook calendar, which is to be shared with your team members and your manager.
* Ensure that all case notes reflect strengths based and client focused practice.

**Networking*** Attend and professional represent CatholicCare at external network meeting, forums, committees, conferences and consultations such as with; The Youth Coalition, ACT Shelter, Youth Worker Practice Meeting and Who’s New On The Street Committee Meeting.
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| **Key Selection Criteria** |
| * Relevant Tertiary qualifications and experience in working with complex young people.
* Knowledge and understanding of the key issues young people who are homelessness or at risk of homelessness are facing.
* Hold a current drivers’ license, a current Working with Vulnerable People card and be willing to undergo a police check.
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| **Experience & Knowledge** | * Knowledge and understanding of the key issues young people who are homelessness or at risk of homelessness are facing.
* Knowledge of related standards, laws, legislation, awards regulations and codes.
* Knowledge of EEO, Work, Health & Safety and Privacy and Confidentiality policies and legislation.
* Understanding of the welfare sector and models of service.
* Understanding of Quality Assurance Standards, protocols and implementation.
* Knowledge of Strengths Based Case Management and its application.
* Understanding of the key elements of collaborative practice and service coordination.
 | **Attributes** | * Evaluating and monitoring own performance.
* Having knowledge and confidence in own ideas and vision.
* Articulating own ideas and vision.
* Taking responsibility.
* Working ethically.
* Working under pressure.
* Demonstrating resilience.
* Being patient and persuasive.
* Being punctual and meeting deadlines.
* Accepting change.
* Empathetic.
* Emotional Intelligence.
* Commitment to Social Equity.
* Sense of Humour.
* Enthusiastic and Positive.
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| **Employee Declaration**  |
| I have read this document and agree to undertake the duties and responsibilities as list above.I acknowledge that:* This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives.
* The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures.
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| **Employee** |  |
| **Signature** |  |
| **Date** |  |