



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Youth Private Rental Support Worker
<b>PROGRAM</b>	Hope to Home Whittlesea
<b>REPORTS TO</b>	Programs Manager
<b>LOCATION</b>	This position is based in Whittlesea. From time to time the incumbent may be requested to work from, or to be based at, other Hope Street sites.
<b>DAYS &amp; HOURS</b>	Part Time Fixed-term 3 days per week Monday – Friday hours 8am – 6pm by agreement.
<b>CLASSIFICATION</b>	Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 – Level 5 Access to NFP tax concessions specifically salary packaging scheme offering up to \$18,450 of our salary tax free.
<b>OVER AWARD CONDITIONS</b>	Personal Carers leave – 12 days in first year of service and 14 days per year thereafter

## 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](http://www.hopest.org) for more information.

## PROGRAM INFORMATION

Hope Street have recently partnered with The Marian and E.H. Flack Trust and a local real estate businesses to implement the Hope to Home Whittlesea Initiative. Hope to Home aims to:

- Reduce the number of young people at risk of homelessness by addressing the barriers contributing to homelessness in the City of Whittlesea.
- Secure, with the support of real estate agencies a number of 1- and 2-bedroom properties that young people will be able to reside within.
- Facilitate young people and their children's transition from the Hope Street in Whittlesea Program or other youth housing / community agencies in the Northern Region into a place they can call



home (private rental) that is affordable, sustainable, and long-term.

- Support young people aged 18-25 years old while in their new home to build upon on their skills to maintain their tenancy, employment, education and training, healthy relationships in their local community.
- Provide a range of workshops that support young people to acquire life skills that support them to sustain their tenancy, employment and education and connection to family and friends.
- Engage the support of community stakeholders including local businesses to address barriers contributing to young people remaining homeless for more open and inclusive access to existing community life resources such as housing, employment, social and wellbeing.

## POSITION INFORMATION

The purpose of this position is to reduce the number of young people and their children at risk of homelessness in growth corridors by providing supportive access to private rental housing.

## KEY RESPONSIBILITIES

### Role and Responsibilities:

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

- Implement the key priority areas of the Hope to Home initiative
- Work with the staff at the Hope Street in Whittlesea program, other local housing and support providers and Real Estate agents to facilitate appropriate referrals into private rental
- Proactively drive effective working relationships with diverse business, community agencies and services across the LGA of Whittlesea to secure employment, education and training opportunities for Hope to Home participants
- Develop, facilitate and deliver and/or broker a range of workshops aimed at young people to ensure they are supported to maintain their tenancies (e.g. budget skills, tenancy management, life skills)
- Develop joint projects, participate in secondary consultation and develop client-driven activities
- Participate in and coordinate where necessary the evaluation of the project
- Report and submission writing as required.
- Other duties may be required as negotiated from time to time with the Program Manager
- Maintain a safe and secure environment for young people, staff and visitors

### Organisational Requirements

- The Program is delivered in accordance to the values, standards, policies, procedures and practices of Hope Street
- Receive and contribute to regular formal supervision sessions with the Program Manager
- Contribute to the ongoing review and development of the Hope to Home program and service delivery model
- Contribute to the ongoing strengthening of collaborative, productive and harmonious team relations
- Contribute to the maintenance of a safe work and living environment per industry standards and Hope Street frameworks and policies and procedures.

### 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
- Maintain a safe environment at all times.
- 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 organizational 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 Sciences, Youth work, Community Development or other related discipline
2. Demonstrated understanding of the issues involved in delivering programs and services to young people with complex needs; including but not limited to youth homelessness
3. Knowledge and demonstrated ability (experience) to broker effective partnerships with a range of business and community organisations.
4. Demonstrated understanding and experience of community development principles in forging relationships with other appropriate services, groups and agencies;
5. Demonstrated experience in workshop facilitation
6. Sound written skills including writing reports, submissions, minutes, letters;
7. Competency in using contemporary software applications and capacity to maintain appropriate records and files.
8. Current drivers licence

Employee Name \_\_\_\_\_

Manager Name \_\_\_\_\_

Employee Signature \_\_\_\_\_

Manager Signature \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_