



POSITION DESCRIPTION

POSITION TITLE	Youth Case Manager – Youth Specialist
PROGRAM	BOOST
REPORTS TO	Team Leader (North East)
LOCATION	This position is based in Brunswick West. From time to time the incumbent may be requested to work from, or to be based at, other Hope Street sites.
DAYS & HOURS	Full Time (1.0 FTE) 76 hours per fortnight Monday – Saturday (week 1) Tuesday – Friday (week 2) 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

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 Youth Specialist Practitioner provides case management to young people with complex needs, dual diagnosis and challenging behaviour/s with the BOOST program. The target group includes young people who are parenting and/or expecting birth aged 16-25 years who are homeless or at risk of homelessness and in crisis.

The BOOST Program provides services within three sub programs; crisis clients, short stay bed (7 night) clients and outreach clients (up to 3 months of service).



The program operates after hours (up to 11pm on weeknights and Saturdays 9-5pm) so that young people can be offered an intensive and responsive service. There is an emphasis on private rental access and diversion away from the homelessness service system where possible.

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:

- Provide an immediate response to referrals into the BOOST Program and comprehensive face to face assessment in collaboration with referral source.
- Develop and implement a collaborative, holistic client focused Case Plan
- Work within a multi-disciplinary team approach.
- Meet the team targets of 36 short term support periods; 48 long term support period; and 48 short term refuge stays.
- Support clients with appointments, transport to meetings and advocate on behalf of the client with other services.
- At all times, maintain a safe and secure environment for young people.
- Participate in relevant client, program and organisational network meetings and forums.
- Weekly Outpost based at Haven Home Safe
- Working collaboratively with the Youth Reconciliation Worker, Court support /support letters
- Maintain a safe and secure environment for clients, all staff and visitors.
- Participate in relevant client, program and organisational meetings.

Community Capacity Building

- Establish and maintain effective working relationships with key homelessness and allied support services including relevant Access Points.
- Undertake community capacity building activities in the region to improve responses to vulnerable young people at risk of transitioning into a cycle of homelessness as required.
- Networking and working jointly with other services e.g. LGBTQI , Drug & Alcohol, Policing Units (proactive units) Legal services, Indigenous Services.

Administration & Reporting

- Maintain and contribute to statistical records and data files within an effective case management framework and principles.
- Contribute to internal administration and reporting 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 organizational 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 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



Hope Street Youth and Family Services Limited ACN: 167 510 018
BOOST Case Manager Position Description

1. **Mandatory:** Bachelor degree in Youth Work, Social Work, Psychology or other health/welfare related qualifications; which includes at least one unit in case management practice.
2. Demonstrated knowledge and ability to respond to young people with needs via responsive outreach model, and case management framework.
3. Demonstrated understanding of the youth homelessness service system and allied services best placed to support and divert young people from homelessness.
4. Demonstrated ability to navigate service systems for the benefit of the client.
5. Demonstrated strengths base, trauma informed practice.
6. Demonstrated highly developed communication skills including assertive report writing, listening, negotiation, problem solving, decision making and advocacy;
7. Competency in using Microsoft applications, SHIP, Case Management Software and the capacity to write effectively and maintain appropriate case notes records and files.
8. Current drivers' licence.

Employee Name _____

Manager Name _____

Employee Signature _____

Manager Signature _____

Date _____

Date _____