

Position title	Youth Accommodation Support & Housing Options Pathway Program Support Worker (YASHOPP Support Worker)	Reference	YASHOPP SW- YSD: DWN - LUD & PALM
Reporting to	Program Manager Youth Accommodation Support & Housing Options Pathway Program	Location	Ludmilla & Palmerston
Division	Youth Support & Development	Section	Youth & Family Services
Approved	Executive Manager Youth & Family Services	Date	02/09/2019
Comments: This position requires participation in the shared 24/7 On Call roster and involves flexibility in working outside business hours at times			

Organisation Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. We demonstrate our values of Hope, Kindness, Respect, Fairness and Integrity through strength-based and trauma informed practice, cultural respect, child safety, social justice, community development and partnerships. Anglicare NT was formed by the Anglican Diocese of the NT to respond to the social needs of our diverse communities.

Purpose of the Position

You will provide culturally appropriate support and case management assistance to young people aged 15 – 25 years who are homeless or at risk of homelessness. Using a strength based framework provide accommodation, information, referrals, advocacy and group work which meet client needs, builds capacity of the target group and regional service system and raises community awareness about the nature, extent and appropriate responses to youth homelessness. You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

Selection Criteria

Position Specific Requirements

1. Qualifications in human Services / Social Sciences combined with at one to two (1-2) years direct experience working with high risk / vulnerable young people and families in community based environments (essential).
2. Knowledge of the child protection system and local youth, family & homelessness service system
3. Experience in the application of youth work practice frameworks, youth focused family friendly approaches and community capacity building strategies
4. Experience in assessment, assertive outreach strategies and ability to effectively engage with young people with challenging and/or trauma related behaviours associated with child abuse, neglect and/or family breakdown
5. Ability to develop resources and deliver information sessions to individuals and groups
6. Demonstrated ability to communicate and negotiate effectively with people at all levels of organisations including statutory authorities, service providers, families / carers and key stakeholders.
7. Well-developed writing and ICT skills including the ability to master data collection systems maintain client related records and produce good quality internal and external reports on time.
8. Demonstrated teamwork skills, resilience, ability to multitask and work under pressure and commitment to a productive, cooperative and friendly workplace and be available to participate in a 24/7 on call roster.

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Ability to meet 100-point ID and additional visa / overseas work compliance measures.
6. Northern Territory Driver's Licence.

7. First Aid Certificate (or willingness to obtain within agreed timeframe).

Key Responsibilities

1. Provide Effective Trauma Informed Youth Focused Case Management & Group Work

- Provide professional youth focused family friendly case management services and practical assistance to the target group in line with Anglicare NT policies, procedures, standards, contracts, work plans and legislation.
- Ensure client interventions and case management services are culturally safe, strengths based, and solution focused and trauma informed with a focus on engagement, respectful relationships and practical outcomes in line with agreed case work plans and group work programs
- Undertake safety and risk audits in relation to client work, putting appropriate strategies in place in terms of family violence/the potential for aggression and child protection considerations.
- Contribute to a service culture of youth participation, empowerment and informed decision making; ensuring client rights are acknowledged whilst fostering respectful relationships and positive self-care.
- Provide targeted stage/age appropriate group work which promotes social and cultural connections, development of relational and practical life skills and creates participation opportunities.
- Work across the Darwin & Palmerston Youth Support & Development office sites. This position requires participation in the shared 24/7 On Call roster and involves flexibility in working outside business hours at times.

2. Provide High Level Stakeholder and Network Engagement

- Maintain network of relevant government and non-government organisations and relevant private providers in order to leverage support for the target group.
- Ensure engagement with stakeholders to develop and work together on community projects of common concern
- Promote the service and contribute to community awareness activities to increase understanding of the issues facing young people.

3. Provide Quality Service Delivery

- Contribute to quality service delivery through continuous improvement activities including case reviews, service reviews and the integration of action research processes and client feedback
- Respond in line with incident reporting requirements in times of a crisis, emergency or following a complaint. Ensure matters are escalated as required and documentation completed.
- Ensure accommodation facilities and grounds are well maintained with good amenity, homelike and youth friendly, while being functional and meeting WHS requirements.
- Maintain comprehensive client documentation, ensuring data is entered correctly into the Special Homelessness Information Platform (SHIP), and client file records are up to date, in good order and filed correctly.
- Ensure administrative, finance, HR, risk management and asset management procedures are adhered to.

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment.
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).