



Senior Youth Engagement Specialist

Position Description

Position Title Senior Youth Engagement Specialist

Reports To Regional Manager

Base Location Bowral

Primary position objective The Senior Youth Engagement Specialist oversees a small dedicated team that is responsible for the development, coordination and implementation of community, educational and life skills programs that support the Southern Highland Region's ability to meet key objectives, relating to the support and development of clients aged 12 – 25 years, who are homeless or at risk of homelessness. The role oversees the Bowral Youth Refuge which provides emergency crisis accommodation and support to homeless youth.

St Vincent de Paul Society

The St Vincent de Paul Society is a lay Catholic volunteer-based organisation that makes a real difference to the lives of people who are forced onto the margins of society. The Society has been working in communities in New South Wales for 131 years. Our members live and work in these communities and are there for the long-haul, helping people rebuild their lives in any way possible.

Our Conferences and services are busier than ever, as more and more people struggle to make ends meet, and cope with the demands of modern day life. Through home visitation, a tradition that has stood the test of time for 150 years, Conference members visit people in their homes, providing support, friendship and material assistance. Importantly, members also visit people experiencing deep isolation and loneliness in hospitals, prisons and detention centres.

Through our Retail Centres, we not only provide a visible port of call for people experiencing hardship, but also raise crucial funds that are injected straight back into the local community to help those people most at risk of falling through the cracks.

The Society continues to address inequality and injustice through a range of services including: homeless services; education and recreational programs; domestic violence services; assistance to migrants and refugees; clothing and assistance centres; mental health programs; vocational services for people with a disability; drug, alcohol and gambling counselling services; financial counselling; disaster recovery; rural services and food vans.

Many people's lives are pulled apart by social and economic structures that exclude them from participating fully in their community. By working with people and empowering them, the Society assists people to build the skills and capacity for sustainable change in their lives.

Organisational Overview

SVDP NSW Support Services provides support for people experiencing or at risk of homelessness in NSW. It is a Special Work of the St Vincent de Paul Society of NSW and is comprised of 20 plus different programs across the state. SVDP NSW Support Services cares for single men and women, women and children, two parent families, men with children and young men and women who are experiencing or at risk of homelessness. All our services provide case-management and advocacy for each client.

Duties and Responsibilities

Accommodation Support

- Coordinate day to day running of Bowral Youth Refuge
- Coordinate all aspects of the onsite accommodation services. This includes; room allocation, resident orientation, creating a safe and welcoming environment and all associated reporting relating to accommodation services.
- Coordinate and facilitate the needs of visitors to the building, this includes contractors and visiting staff.
- Delegate tasks to direct reports as required, facilitate handover meetings and coordinate the distribution of weekly workload

Supervision and Leadership

- To provide supervision, guidance and leadership to youth workers
- Foster a service culture characterised by partnership and collaboration both within the team, across the Service and with other stakeholders and clients
- Manage various internal and external stakeholder relationships
- Be involved in continuous quality improvement activities e.g. review of policies and procedures
- Provide written reports as requested by the Regional Manager
- Lead good WHS and employment practice in the team
- Set goals and objectives for each team member's performance and development and support them to achieve these
- Responsibility for the day-to-day operations of the department providing efficient administration and management
- Financial Management that includes overseeing your services monthly profit and loss review and acting in accordance with the financial delegation policy
- Create a good team environment

Clients

- Create a welcoming, client friendly and equitable space where young people can access the services they need
- Provide high quality intake, triaging and initial care planning to young people entering the service
- Monitor basic comfort and safety needs of all young people visiting the service
- Provide an integrated and collaborative service that helps young people to actively create positive and sustainable pathways out of homelessness
- Develop advanced safety planning and crisis interventions to meet the needs of young people presenting with multiple complex needs

Team / Society

- Maintain a broad understanding of state and federal government policies, that have a direct impact on the delivery of services to homeless/risk of homeless
- Maintain good relationships with other bodies that interact with SVdP Support Services and its clients
- Perform other duties as may be requested

Employee

- Actively promote SVdP youth services through participation in key forums and networks
- Maintain accurate files, case notes and databases
- Partake in ongoing professional development and supervision
- Undertake administrative duties, including rostering and invoicing
- Work in a collaborative manner with staff and colleagues
- Be on call after hours as required

Essential Criteria

- A bachelor degree or higher in social work, youth work or related discipline
- Demonstrated experience working with young people who are at risk or experiencing homelessness
- Strong ability to actively and assertively engage young people with complex needs
- The ability to respond to young people presenting with mental health and alcohol and other drug issues
- Experience in supervisory and leadership roles and understanding of administrative, accountability and data management processes
- Demonstrated strong communication skills (written and oral), including experience in dealing with vulnerable or disadvantaged people and/or those with complex or challenging behaviours
- Experience in the design, implementation and evaluation of community engagement/support programs targeted at youth
- Capacity to adhere to the ethos and vision of the St Vincent de Paul Society
- Demonstrated ability to work independently and as part of a team
- Strong administration skills – Microsoft Word, Excel, PowerPoint (Intermediate minimum)
- Current NSW driver's licence

Desired Criteria

- Understanding of homelessness issues and its effects

The St Vincent de Paul Society is an Equal Employment Opportunity Employer.