

Position title	Youth Worker - Katherine Youth Accommodation Support Service	Reference	KYASS
Award & Classification	Award: SCHADS Level: 3-4	Reporting to	Program Manager - Youth Services
Location	Katherine	Cost Centre	3170
Section	Katherine	Program	Katherine Youth Accommodation Support Service (KYASS)
Approved	Ashley Perez - Executive Manager	Date	16 July 2019

Agency Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

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 strengths-based framework you will provide accommodation, information, referrals, advocacy and group work which meet client needs, builds capacity of young people and regional services system and raises community awareness about the nature, extend 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. The minimum qualification required is a Certificate IV in Youth Work or Community Services and/or a minimum of one-year direct experience working with high risk / vulnerable young people and families in community-based environments. If you do not currently have a qualification you must be willing to undertake relevant studies.
2. Knowledge of the child protection system and local youth, family and 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 homelessness, child abuse, neglect and/or family breakdown.
5. Demonstrated understanding homelessness and housing sector with a focus on youth homelessness and the risk factors that may result in young people becoming homeless.
6. Ability to develop resources and deliver information sessions to individuals and groups.

7. Demonstrated ability to communicate and negotiate effectively with people at all levels of organisations including statutory authorities, service providers, families/carers and key stakeholders.
8. 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.
9. Demonstrated team-work skills, resilience, ability to multitask and work under pressure and commitment to a productive, cooperative and friendly workplace.
10. High level of discretion and sound judgment with confidential information.
11. This position requires participation in shared 24/7 On Call roster and involves flexibility in working outside business hours at times.

General Requirements

1. Demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities and staff.
2. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT 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. Northern Territory Driver's Licence.
6. First Aid Certificate (or willingness to obtain if required).

Key Accountabilities and Responsibilities

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

- Provide professional youth appropriate case management services and practical assistance to young people between the ages of 15-25 who are homeless or at risk of homelessness in accordance with Anglicare NT policies, procedures, standards, contacts, work plans and legislation. This may include assessing clients' needs and planning, developing and implementing educational, training and support programs.
- Undertake intake interviews and assessments of young people's needs and assess nature and extent of difficulties and develop case management goals, through client interviewing. Case management goals should work towards supporting young people to develop independence and support their social, emotional and financial skill development.
- Provide targeted developmental/age appropriate group work & support programs which promotes social and cultural connections, education & training, development of relational and practical life skills and creates participation opportunities.
- Provide appropriate referrals to other support agencies in accordance with case management goals of young people.
- Undertake case reviews of young people's goals and report on case management outcomes, and monitor and report on the progress of clients
- Ensure client interventions and case management services are culturally safe, strengths-based, solution focused, and trauma informed with a focus on engagement, respectful relationships and practical outcomes in line with agreed cases plans and group work programs.
- Provide medium-term accommodation and/or support young people to navigate the NT housing sector.
- Maintain youth accommodation group housing and support young people who are tenants.
- Contribute to a service culture of youth participation, empowerment and informed decision making;

ensuring client rights are acknowledged and understood.

- Undertake safety and risk audits in relation to client work, putting appropriate strategies in place in terms of family violence/other safety concerns and child protection considerations.

2. Stakeholder Engagement & Networking

- Maintain networks of local support services that are relevant for the needs of young people who are homeless or at risk of homelessness. This includes health, welfare, housing, employment, training and other facilities and services. This may include government, non-government organisations and relevant private providers.
- Ensure engagement with stakeholders to develop and work together on individual case management plans and/or community projects of common concern.
- Promote the service and contribute to community awareness activities to increase understanding of the issues facing young people with a focus on youth homelessness.
- Support the Program Manager - Youth Services with preparing case studies and data for funding and outcomes reports.

3. Quality Service Delivery

- Contribute to quality service delivery through continuous improvement activities including case reviews, services reviews and the integration of action research processes and client feedback.
- Respond in line with incident reporting requirements in times of crisis, emergency or following a complaint. Ensure matters are escalated as required and documentation completed.
- Ensure youth accommodation and facilities are well maintained with good amenities, are 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.

Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to Anglicare NT delegations, policies and procedures and general conditions of employment.
- Model Code of Conduct by working cooperatively and effectively with clients, colleagues, management and external stakeholders.
- Comply with funding contracts, operational guidelines, budgets, approved work plans, data collection, reporting requirements and task directives.
- Comply with Anglicare NT's WHS requirements – remain vigilant about the potential for client / customer related behavioural risks and contribute to a safe working environment.
- Support organisational activities linked to Anglicare NT's Reconciliation Action Plan (RAP) including undertaking Aboriginal and Torres Strait Islander cultural competency training.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with team members to address service improvement requirements resulting from client complaints, stakeholder feedback and / or internal or external evaluation processes.
- Keep up to date (read) with emails, staff meeting records, AngliShare (intranet) updates and maintain

your knowledge of policy and procedures.

- Contribute to organisational planning and review days, promotional activities, key events and quality improvement and accreditation processes as required.
- Participate constructively in supervision, performance reviews, professional development and training as required.
- Maintain attendance, leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as directed from time to time within skill set, knowledge and scope of practice.

Delegation of Authority

Expenditure, Operational / Administrative, Personnel, Management and Legal – as per current Delegation of Authority Schedule (endorsed by the Board and periodically updated).