

# Youth Engagement Worker, Vincentian House – Homelessness and Housing Services

## Position Description

<b>Directorate:</b>	Vinnies Services
<b>Reports to:</b>	Accommodation Manager, Vincentian House
<b>Direct reports:</b>	NIL
<b>Location:</b>	Based within the geographical region of the service package or service.
<b>Primary position objective:</b>	Support the development, coordination and implementation of programs focused on youth and families who are homeless or at risk of homelessness.
<i>The St Vincent de Paul Society is an Equal Employment Opportunity Employer</i>	

### Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

**Homelessness and Housing:** this team is responsible for state-wide management of excellent homelessness and housing services.

**Disability and Inclusion:** this team is responsible for state-wide management of excellent community inclusion services, including disability services.

**Health:** this team is responsible for state-wide management of excellent health services.

**Clinical governance:** this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

**Program and Service Quality:** this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

**Service innovation and business development:** this team is responsible for service innovation and business development.

## Accountabilities and responsibilities

The Youth Engagement Worker will:

- Contribute the successful implementation of the Strategic Plan in their team.
- Support the development, planning and coordination of age-specific activities/programs for children, young people (0-17 years) and their families with a focus on providing educational, social and well-being support.
- Support the facilitation of groups of staff and/ or volunteers in delivering activities/programs with the target cohort of people we assist.
- Coordinate the recruitment and support of program volunteers.
- Contribute to the ongoing management of a number of stakeholder relationships including corporate partners, external services, volunteers and internal staff members across case management and supported accommodation teams.
- Help identify and develop partnership opportunities to improve sector and social participation, referrals and direct service delivery of support to target cohort.
- Support the promotion and general operation of the activities/programs, including quality and compliance with documentation, Child safe and Work health and safety requirements.
- Actively engage target group in gathering feedback and participating in designing the service delivery of 'V4You' including catering to the diversity amongst the target cohort.
- Actively contribute to the monitoring, evaluation and reporting requirements of V4You and child-centred practices for the service and organisation.
- Provide advice and support to build the capacity of case management and supported accommodation teams on matters relating to child-centred practices.
- Liaise with relevant internal and external stakeholders to provide an integrated model of support in relation to identified needs, risk or supports for the target cohort.
- Offer direct service to people we assist through facilitating programs/ activities, informal interactions and responding to instances of crisis that impact on the safety and well-being of children and young people accessing support through the service.
- Demonstrate advocacy in child-related matters within the team and organisation.
- Actively demonstrate the Society's organisational values, as outlined in the Society's Code of Conduct.
- Contribute positively to a workplace culture that is collaborative, respectful, non-judgmental, inclusive and which promotes and upholds human rights at all times.
- Willingness to perform other duties as may be requested from time to time
- Keep up to date with current and leading best practice process, programs and engagement strategies in order to provide or facilitate innovative support programs.
- Participate in training workshops, interagency meetings and ongoing professional development.
- Adhere to all Society VDP policies and procedures, including Work, health and Safety.
- Maintain accurate and quality standards of documentation, including files, case notes and relevant information databases.
- Participate in the 'Stronger Together Process'.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Client's needs are met efficiently and effectively.
- Ensure services are compliant with all relevant regulatory and quality standards.
- Ensure critical and other incidents are minimised in our services.

## Key working relationships

In addition to the Accommodation Manager, Vincentian House and their direct reports, the Youth Engagement Worker will foster close working relationships with:

- Case Workers (Vinnies Services);
- Volunteers.

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

### Role-specific criteria

- Relevant tertiary qualification/s or relevant experience in the fields of Social Work/Community Services/ Community Development; youth work or other relevant areas.
- Minimum of 2 years' experience in working with children, youth and families in one or more contexts; crisis accommodation services, child care, education, family support for at risk or vulnerable communities, child protection services.
- Knowledge of interventions that support child safety, childhood development, behaviour and trauma responses for children, youth and families with complex or diverse needs.
- Experience in facilitating and implementing activity-based group work; including but not limited to groups for children, youth and families.
- Experience in the design, implementation and evaluation of quality community engagement programs.
- Demonstrated strong communication skills (written and oral), including experience in supporting people and/or with complex needs; and liaising with a variety of professional stakeholders.
- Demonstrated ability to work independently and as part of a team.

- Strong administration skills – Microsoft Word, Excel, PowerPoint (Intermediate minimum).
- NSW driver licence.

### **Desirable criteria**

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Current First Aid Certificate, or preparedness to obtain.
- Experience in volunteer management.