



Project Worker HRYP Tool Evaluation & Redesign

1. The Context

Wombat Housing & Support Services Inc

Wombat is one of the largest providers of housing support services to people in the Western Metro Region. It is a community based organisation managed by a Board.

The culture of Wombat is about:

- Integrating new programs and ideas
- Providing services that are accessible, transparent, fair & equitable
- Being sensitive to diversity in all its forms
- Recognising the right of all age groups to access appropriate services, including children, young people and older people
- Cross program service delivery
- Embracing and generating change that is positive
- Accountability, inquiry and reflection
- Hearing and accounting for different views
- A workforce representing diversity in experience, age and ability
- Valuing staff and encouraging wellbeing
- Providing a flexible and supportive work environment.

Wombat's existing services include:

- Support & advocacy for social housing tenants
- Support programs for Department of Health and Human Services youth clients
- Support services for Families, Single People and Youth
- Support for young people on parole.

Wombat is also the auspice for the Western Homelessness Networker and the LGBTI Homelessness and Family Violence Project.

2. HRYP Tool Background

The Housing Readiness for Young People (HRYP) Project (auspiced by Wombat Housing and Support Services) was established in 2015/16 to look at ways to improve housing outcomes for young people leaving Out of Home Care (OoHC). The need for the project was identified by Western Melbourne and Brimbank Melton Continuing Care Alliance (the Alliance), comprising members of OoHC and leaving care providers, Child Protection, Placement Support and Planning, and the Early Pathways Unit.

The HRYP project resulted in the development of the ABC Tool (the Tool), an independent living skills tool that aligns with the Looking After Children care and transition plan for young people transitioning from OoHC. The ABC Tool is the first of its kind and has been in use in OoHC and leaving care agencies in the WMA and BMA over the last 18 months. Agencies using the Tool anecdotally report that it is a unique and valuable resource for both workers and young people that enables an early intervention and prevention approach to be used with

young people by establishing baseline information on the young person's knowledge, skills and understanding. The baseline information enables the young person, key worker and care team to identify and prioritise areas in which they will support, and build capacity and resilience in preparation for care and transition planning towards independence.

The tool is an interactive, self-populating information technology. As part of the HRYP project, the DHHS has approved seed funding for an IT Pilot Project to purchase laptops to access and complete the HRYP ABC Tool in OoHC settings. It is envisaged that this IT Pilot Project will assist with engagement and review of the Tool.

The Alliance have requested that an evaluation of the Tool be conducted to quantify its value and to enable revising and testing of a final product which will then be made more widely available. At this stage, uptake of the Tool by agencies and young people has not been measured, nor has behaviour or attitudinal change arising from young people engaging with the Tool. The evaluation will enable this to occur.

The HRYP Project and the development of the tool in OoHC and leaving care programs has been a collaborative co-design process. The proposed Evaluation Project will continue this work with a much stronger focus on involving young people in the evaluation and revision of the Tool and related training to support improved practice and outcomes in OoHC and leaving care programs.

The evaluation will gather evidence from young people and workers to evaluate the tool and build on its application. A revised tool will then be developed, tested and rolled out across the OoHC sector beyond the Western Metro and Brimbank Melton Areas. The evaluation will be supported by the Alliance member agencies who are the developers of the Tool.

Project Funding, Auspice and Governance Arrangements

DHHS through the West Metro Continuing Care Alliance (Alliance) has funded Wombat Housing and Support Services to act as the auspice agency for the HRYP Tool Evaluation & Redesign Project. A Steering Group drawn from members of the Alliance (in consultation with Wombat) will be responsible for the over-sight of the project.

The Project will employ a worker to develop and implement a Work Plan to review and revise the HRYP ABC Tool. The Work Plan will be monitored by the Steering Group.

Day to day supervision and management of the worker will be provided by the Wombat.

The Steering Group and Wombat are guided by a governance model which outlines respective relationships, roles and responsibilities.

3. The Position

Scope

With the support of the Steering Group and Wombat Management and guided by a comprehensive Work Plan, the HRYP Tool Evaluation Project Worker will review and revise the HRYP Tool prior to it being made more widely available.

Reporting and Accountability

The Project Worker is accountable to the Wombat's Executive Officer. A designated member of the Management will provide day to day guidance and support.

Support and Supervision

The Project Worker will participate in regular support meetings and supervision with a delegated manager.

Informal support and supervision is encouraged and forms a major part of the support and supervision structure.

Duties

- To carry out the duties in accordance with the philosophy, policies, work practices and protocols of Wombat Housing Support Services.
- To develop a Work Plan to guide the evaluation and revision of the HRYP ABC Tool.
- To collect and analyse data from the initial HRYP Tool use.
- To establish a mechanism to assist with gaining information from young people with lived experience in the use of the Tool.
- To use the data and feedback collected to inform a revised version of the Tool.
- To contract an App/Web Developer to explore options for a revised Tool.
- To build on and update existing training packages to reflect any revisions to the Tool.
- To produce a Guide that highlights the capabilities and potential benefits of the Tool.
- To facilitate training sessions with the revised Tool.
- To oversee testing of the revised Tool and collect data as appropriate.
- To produce a final version of the Tool taking into account learnings from testing.
- To organise a launch of the completed Tool
- To prepare written reports as required, including an Evaluation Report.
- To attend external meetings as determined in consultation with the management team
- Other duties as directed by the EO.

4. Wombat Codes of Conduct

All workers are expected to perform their duties in a manner consistent with Wombat's Codes of Conduct (See Operating Manual 4.1):

Wombat is committed to being a professional, respectful and supportive organisation that complies with all relevant legislation. To achieve this, everyone associated with Wombat is expected to respect the dignity, rights and views of others regardless of whether they are on the board, members of staff, students or volunteers.

Code of Conduct

To achieve the stated principle it is expected everyone associated with Wombat will act in a manner that includes:

- a. Listening to and seeking to understand different points of view (this does not necessarily mean agreeing with the point of view of others)
- b. Respecting diversity in all its forms. This includes respect of culture, gender, sexuality, experience, identity and opinion
- c. Respecting cultural, ethnic and religious differences
- d. Recognising that others are bound by obligations in their public duties
- e. Being courteous, sensitive and honest in communications and being considerate to the needs of others
- f. Actively managing workplace conflict to create positive and constructive outcomes
- g. Working cooperatively and collaboratively with others to achieve common goals and a harmonious organisational environment and culture

- h. Supporting the personal and professional development of others
- i. Acknowledging the rights and responsibilities of others to report suspected misconduct.

Specifically relating to service users, Wombat has an expectation that its staff will conduct themselves in a professional manner, with due regard to the values and purposes of the organisation and with full cognisance of their duty of care for service users. The following code of conduct outlines Wombat's expectations of staff and will be provided to services users on a regular basis:

- j. Wombat staff will maintain a professional relationship with service users, and will not allow the provision of support to develop or change into friendship.
- k. Workers will not, under any circumstances, disclose their home address or telephone number to service users or engage in social networking with service users via the internet.
- l. Workers will not divulge any personal information to a client. This includes information about their family, living arrangements, religious and political beliefs and life experiences. Exceptions may be made when a worker believes some limited disclosure is professionally appropriate and discusses this with their manager.
- m. Workers will not enter into non-work personal relationships, sexual relationships or financial dealing with service users
- n. Workers will not have contact with service users out of hours.
- o. Workers will avoid creating relationships of dependence
- p. Workers will not accept gifts from service-users. If for some reason (e.g. cultural sensitivity) it is not appropriate or possible to refuse a gift, staff should consult with their manager
- q. Wombat staff will not impose or seek to impose their personal values or beliefs on service users.

Code of Conduct When Working with Children

As stated in the Wombat Board Governance Framework:

Wombat is committed to child safety and all children who receive a service from Wombat have a right to be safe and secure.

This includes:

- Children have the right to receive a service from Wombat
- Children have the right to be treated with dignity and respect
- Children should receive a service that is non-judgemental, culturally sensitive and developmentally appropriate
- The welfare of children will always be an organisational priority and there will be a zero tolerance to child abuse.

The following acceptable and unacceptable behaviours outline Wombat's expectations in relation to children.

Acceptable behaviors:

- adhering to Wombat's Working with Children Policy (SDPM Policy 9.1 – 9.6); and upholding Wombat's statement of commitment to child safety (see above) at all times.
- reporting and acting on any breaches of this Code of Conduct or breaches of the Child Safe Standards.
- taking all reasonable steps to protect children from abuse (this includes any physical, emotional, mental or sexual harm) and reporting any child safety concerns and any allegations of child abuse to management.
- working with children in an open and transparent way (for example a child's primary carer and the case management team should always know about the work you are doing with children)

- respecting the privacy of children and their families, and only disclosing information to people who have a need to know. (Except where there is a Duty of Care issue)
- listening and responding appropriately to the views and concerns of children, particularly if they are telling you that they or another child has been abused or that they are worried about their safety/the safety of another child.
- encouraging the cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander children.
- encouraging the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds.
- ensuring as far as practicable that staff are not alone with a child (except for staff in programs for under 18yo)
- modelling appropriate adult behaviour.

Unacceptable behaviors:

- Ignoring or disregarding any suspected or disclosed child abuse
- developing any 'special' relationships with children that could be seen as favouritism, e.g. through the provision of gifts or inappropriate attention.
- initiating or participating in any unnecessary physical contact with children or doing things of a personal nature that a child can do for themselves.
- engaging in open discussions of a mature or adult nature in the presence of children, (as practicable).
- using inappropriate language in the presence of children.
- using oppressive behaviour or prejudicial language with children.
- exchanging personal contact details such as phone number, social networking site or email addresses with children/ having online contact with a child.
- transporting a child without a parent or guardian present.
- having unauthorised contact with children and young people online or by phone.
- photographing or videoing a child without the consent of the parent/guardian.
- discriminating against any child on the basis of age, gender, race, culture, vulnerability, sexuality, ethnicity, or disability.

Additional Considerations

In addition to the above, no-one employed, engaged with or representing Wombat shall use or attempt to use the resources of the organisation for personal gain or for the personal gain of those who are ineligible to receive services.

Where necessary and with the approval of a manager, supervision and debriefing will be made available to staff who wish to discuss questions of their relationship with service users.

Where a Wombat staff member feels they cannot provide a service user with appropriate services due to a conflict of interest, philosophies, cultural beliefs or other norms, s/he will discuss the situation with the relevant manager or EO at the earliest opportunity, notwithstanding ordinary opportunities for debriefing and supervision.

A child is defined as anyone up to the age of 18 years.

5. The Conditions

The position is 0.6 EFT (22.8 hours pw) for a fixed term of 12 months, days worked will be negotiated with the EO. Pay level is set at SCHADS 6.

Conditions are as per the Wombat EBA 2016, including:

- Salary sacrificing is available, within the limit of the law.
- Five weeks paid annual recreation leave.

- Grace in Favour days between Christmas and New Year.

Appointment is subject to a satisfactory Police Check, Working with Children Check and Right to Work in Australia. In the event that a candidate has resided overseas for more than one year in the preceding 10 years an International Police check will be required.

6. The Application Process

Key Selection Criteria

- Experience in a relevant position in the Community Sector.
- Working knowledge of the Out of Home Care system & the Homelessness Services System.
- High level skills in planning, project management and evaluation.
- High level skills in report writing.
- Well-developed information technology skills, including survey and questionnaire development.
- Understanding of the process of development and design of IT resources.
- Experience with data collection and analysis, both qualitative and quantitative.
- High level of networking skills.
- Demonstrated commitment to the principles of social justice.
- A communication style that is open and focused on problem solving and identification of strategies/mechanisms to progress resolution of issues.
- Excellent communication skills with people from diverse backgrounds and experiences.
- Ability to communicate with young people in a constructive and non-judgemental manner.
- Ability to work as part of a team and to be accountable as an individual worker.
- Basic competencies appropriate to the conduct of the position such as computer literacy, full driver's licence, verbal and writing skills.

Applications addressing the Key Selection Criteria & including the names and contact numbers of two referees (including most recent employer) should be forwarded to:

Rebecca Cleaver

Executive Officer

Wombat Housing and Support Service

PO BOX 1183

Kensington 3031

or email rebecca@wombat.org.au

Enquiries: Rebecca Cleaver/Steve Maher 8327 2222

Applications close at 9.00am on Monday 29th July 2019.