



Youth Residential Support Worker Position Description

POSITION TITLE:	Youth Residential Support Worker
PROGRAM:	Whittlesea (SFYPTRC)
CLASSIFICATION:	Crisis Employee, Level 1 Pay Point 1 to 4 based on qualifications and experience to be confirmed as per the <i>Social, Community, Home Care and Disability Services Award 2010</i>
SALARY PACKAGE:	Ordinary hourly rate \$30.49 to \$32.90 plus 9.5% superannuation and access to generous NFP tax concessions (specifically, a salary packaging scheme offering up to \$18,450 of your salary tax free)
RESPONSIBLE TO:	Program Manager – North East
LOCATION:	You will be based at Thomastown. From time to time the incumbent may be requested to work from, or to be based at, other Hope St sites and other services sites.
OVER AWARD CONDITIONS:	Provided in accordance with Hope Street Policy: <ul style="list-style-type: none">✓ Personal/Carer's Leave additional 2 days per year (total of 12 days) during first year of service and an additional 4 days per year (total of 14 days) from second year of service and thereafter.

ORGANISATIONAL INFORMATION

Hope Street Youth and Family Services Limited (Hope Street) is a not for profit, youth and family focused community based organisation. Established in Brunswick since the early 1980's, Hope Street is a multi-faceted agency which delivers a broad range of support services to young people who are homeless or at risk of homelessness and the local community via its core youth programs.

Hope Street has a zero tolerance to all forms of violence, including child abuse, and is committed to creating safe communities which focus on the best interests of children and young people. The organisation promotes the safety and empowerment of all children and young people acknowledging both their individual diversity and cultural heritage.

Please view our website www.hopest.org for more information regarding our programs and the organisation.

PROGRAM INFORMATION

The Hope Street in Whittlesea program is a State Government initiative developed from the Youth Homelessness Action Plan Stage 2 - Creating Connections and released as Support for Young People That Really Counts (SFYPTRC). This is a key government strategy for responding to youth homelessness utilising a housing and support model based on the Victorian Step Forward approach.

The program's target group is young people with connections to the local government areas of Whittlesea who are either currently engaged or ready to engage in employment, education and training and the activities of the program. The program aims to proactively assist young people to develop their skills and abilities to live interdependently in their local community including enjoying meaningful and sustainable relationships. Young people may live in the units and participate in the program for the length of their



tenancy prior to moving into interdependent living in their community. Outreach support is available after exiting the units.

Hope Street in Whittlesea program is located in Thomastown; comprising of 5 single bedroom units for individual young people and 2 two bedroom units for young families and Preston; 4 two bedroom units for individual young people. The program operates from Thomastown on the same site which has been refurbished to provide office and workshop space.

POSITION INFORMATION

The role of the Youth Residential Support Worker is to work with young people to access and/or maintain employment, education and training opportunities to achieve meaningful participation in the community.

POSITION KEY RESPONSIBILITIES

<i>Residential Support</i>	<ul style="list-style-type: none">❖ At all times interact with and support young people in accordance with the values and philosophy of Hope Street❖ Provide client-centered support and assist with day to day living skills, connections with the community, personal and social development, employment education and training❖ Assist clients to follow up actions per their case management plans including housing, income, education and training, health and wellbeing and general living skills and recreational activities❖ Complete daily client file notes and store in accordance with policy and procedure❖ Maintain a harmonious, safe and secure environment at all times❖ Perform the duties of the day to day operation of the program including household tasks such as food orders/shopping, cleaning, cooking and tidying❖ Uphold young people's rights and responsibilities as developed by Hope Street including the delivery of the tenancy and support component
<i>Administration & Reporting</i>	<ul style="list-style-type: none">❖ Contribute to statistical records and data files within an effective case management framework and principles❖ Administrative duties to ensure maintenance of day to day operations❖ Contribute to internal administration and reporting as required.❖ Undertake other duties from time to time as negotiated with the manager
<i>Professional Development</i>	<ul style="list-style-type: none">❖ Participate in and take responsibility for professional development❖ Receive and participate in formal supervision❖ Develop and implement Annual Work Plan❖ Complete Annual Performance Appraisal

All staff and Management Committee members have a responsibility to work individually and collectively to achieve a service and work environment where equality of opportunity, access and inclusion are fostered.

KEY SELECTION CRITERIA

1. Demonstrated strengths base, trauma informed practice.
2. Highly developed communication skills including report writing, listening, negotiation, problem solving, decision making and advocacy;



3. Demonstrated ability to collaborate, listen, motivate and support young people to enable change and engage in the program
4. Competency in using Microsoft applications and Case Management Software (SHIP/SRS) and the capacity to write effectively and maintain appropriate case notes records and files.
5. Intermediate Microsoft Office applications; Outlook, Word, Excel, PowerPoint.

Mandatory Qualifications:

Tertiary qualification in social sciences, human services, community studies or relevant experience.

Other Relevant Information:

- ✓ The appointment is subject to a clear police record check prior to commencement;
- ✓ The applicant is required to hold a current Employee Working with Children Check;
- ✓ The applicant is required to hold a current Victorian Drivers Licence;
- ✓ Current First Aid Certificate (desirable)

Hope Street Youth and Family Services is a smoke free environment.

Hope Street encourages applications from suitably qualified people from a diverse range of racial, social, cultural, gender and disability backgrounds that reflect our community.