

POSITION	Youth Refuge Worker- casual
CLASSIFICATION	Social and community services employee Level 4.1, commencing hourly rate \$37.54 (+25% casual loading applies). Penalty rates based on The Award apply for public holidays, evening, overnight and weekend shifts.
	Catchment Youth Refuge, CRISIS PROGRAM
TEAM	
AWARD	Social, Community, Home Care and Disability Services Industry Award 2010. National Employment Standards. Merri Outreach Support Service ENTERPRISE AGREEMENT 2018
UNION	Australian Services Union (ASU)
REPORTS TO	Youth Refuge Co-ordinator, Program Manager – Crisis Support, General Manager and CEO.
APPROVED BY	Tony Littman (General Manager)
DATE APPROVED	29 July 2021
SIGNED	_____
DATED/...../ 2021

1. Organisational Context

Merri Outreach Support Service (MOSS) was established in 1989 with the aim of providing better access to support, housing and social options for people who experience homelessness or at risk of becoming homeless. The Agency also seeks to address the underlying social and structural causes of homelessness. This is the context from within which all decisions, policies and office procedures are developed.

MOSS provides a range of services to homeless and marginalised, men, women, and children in the North and West Metropolitan Region. The Agency is committed to providing the delivery of holistic team case management to a high needs cross target group.

Merri Outreach Support Service has a strong commitment to research and community development and all staff are expected to participate in these activities. Consumer participation is highly valued in the planning and management of the Agency. MOSS currently offers a number of services to homeless people and people experiencing housing vulnerability through a range of programs:

- Catchment Youth Refuge
- Crisis Program (Crisis Response Program & Youth and Family)
- Darebin Assertive Community Outreach (DACO)
- North and West Regional Regional Children’s Resource Program
- Bright Futures – Homeless Children’s Specialist Support Service
- Transitional Outreach Support Team (TOST)
- Intensive Case Management program (ICMI)
- Banyule Housing Support
- Housing Support for the Aged (HSAP)
- Hume (Transitional Support) Program
- Shrivings Social Support Group (SSG)
- Banyule Social Support Group (SSG)
- Northcote Social Support Group (SSG)
- Brunswick High Rise Volunteer Program
- Brunswick Volunteers Program
- Brunswick Older Persons’ High Rise Support Program
- Northcote Older Persons’ High Rise Support Program
- Connections Program

Position Summary

Catchment Youth Refuge is committed to providing emergency and short-term accommodation with team case management support to the most disadvantaged and vulnerable homeless young people. Refuge staff members adhere to the highest professional and ethical standards in performing their duties and responsibilities. Through our culturally sensitive, in a safe and nurturing environment we seek to empower young people. We are committed to providing a non-institutionalised approach of keeping the decisions in the hands of the people that are affected by them and allowing them make

choices. Refuge workers will also provide outreach support to young people, particularly young people who have left the refuge. The refuge is committed to continuous quality improvement.

The core functions of the casual Youth Refuge Worker are:

- To provide a safe and supported emergency and short-term accommodation 24/7 facility for young people, including parents (and their children) aged 16-25 years old.
- To actively facilitate the smooth running of the refuge as an accommodation setting, including engaging young people in the daily running and routine of the refuge to build their independent living skills.
- To undertake assessment of young people's support needs around homelessness.
- To provide team case management support to young people (and their children) in the refuge and outreach. Case management includes providing support to the children of young parents.
- Make appropriate referrals to specialist and universal services to address the young person's support that minimise the impact of homelessness and prevent the cycle of homelessness through early intervention strategies.
- To build resilience and interdependence of young people through an empowering, inclusive and holistic case management approach that addresses both their immediate and longer term support goals
- Support young people to link to education, skills development, vocational training and employment opportunities.
- To actively participate in identifying pathways out of the refuge and accepting new referrals.
- To use a holistic approach to youth homelessness in the recognition that youth homelessness encompasses a wide range of issues that extend beyond accommodation, such as health, family breakdown, violence and life trauma.

2. Key Selection Criteria

2.1 A tertiary qualification in community development, community services, social work, youth work or relevant field or equivalent experience.

2.2 Demonstrated experience and highly developed skills in the provision of case management to individuals, families and children who experience disadvantage.

2.3 Highly developed team work skills and the demonstrated ability to work independently.

2.4 Demonstrated understanding of complex needs and commitment to supporting young people who face homelessness.

2.5 Demonstrated knowledge of the Specialist Homelessness Sector (SHS).

2.6 Demonstrated experience, aptitude and understanding of working in a youth refuge setting.

2.7 Experience and commitment to community development and consumer participation.

2.8 Excellent organisational, interpersonal & communication skills:

Interviewing and counseling skills

Writing skills – reports, correspondence, case notes, records entry

Oral skills – liaison, consultation, negotiation, telephone

Advocacy skills

Networking skills

IT competency

3. Additional Information

Office: This position is based at Catchment Youth Refuge in Reservoir.

Hours of work: The Refuge is open 24/7.

Website: www.merri.org.au

Occupational Health and Safety:

All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

Equal Opportunity:

Merri Outreach Support Service is an Equal Opportunity Employer. All staff members have a responsibility to be familiar with MOSS's Workplace Bullying and Harassment Policy.

Diversity:

Merri Outreach Support Service is welcoming of applicants from diverse backgrounds and communities including Aboriginal and Torres Strait Islander people, people from Culturally and Linguistically Diverse (CALD) backgrounds, people who identify as LGBTIQ and people with disabilities.

Child Safe Organisation:

Merri Outreach Support Service promotes the safety, wellbeing and inclusion of all children and is committed to practices which instill a child safe culture.

Employment is subject to:

- a current Working With Children Check
- a current Police Records Check
- a current Victorian Driver's Licence
- verification of qualifications

Privacy Notification:

We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed.

Your personal information is kept secure and confidential and managed in accordance with Merri Outreach Support Service's Privacy Policy and Confidentiality Policy.

4. Application process and contact information:

For more information about the position please contact: **Nannette Wilkinson – Program Manager-Crisis Support** on **0402 024 068**. Additional information about Merri Outreach Support Service can be found on the website: www.merri.org.au

Please address the **Key selection criteria** in your application and include 3 referees, at least one of whom is a current/recent supervisor.

The closing date for applications is 9.00am, Monday 16 August 2021.
Please forward these to:

Rita Lawrence
General Manager
Merri Outreach Support Service
279 High street
Northcote VIC 3070

Or email: rita@merri.org.au

5. Key Responsibility Areas

5.1 Consumer Services:

- Actively work with Access Points to respond to appropriate referrals within an acceptable time frame.
- Provide support to and advocacy for young people including information, referral into mainstream and specialist services.
- In consultation with the team and the young person, undertake assessment tasks and the development and monitoring of case plans.
- Support young people to link to education, skills development, vocational training and employment opportunities.
- Facilitate the daily running of the refuge with team members including shopping and basic cleaning.
- Support young people to develop their independent living skills
- To actively participate in identifying pathways out of the refuge and accepting new referrals.
- Provide
- Manage and maintain case load, case files and case notes.
- Provide practical assistance to young people as is appropriate and support them to access resources.
- Prepare housing applications including supporting documents and information.
- Work in conjunction with consumers to assist them to achieve their case plan goals.
- Work towards the achievement of the maximum level of self-reliance for each young person assisted.
- Practise in a culturally sensitive way to empower young people and create a safe and nurturing environment.

5.2 Community Liaison and Networking:

- Actively and positively promote Catchment Youth Refuge and Merri Outreach Support Service and its programs to consumers and amongst the Specialist Homelessness Sector.
- Maintain a broad and current knowledge of resources and support services that can be accessed to meet homeless young people's needs.
- Follow established protocols between the refuge, Merri Outreach Support Service and partner agencies.
- Provide assistance and appropriate information to services we refer young people.
- Provide assistance and appropriate information to services about referral pathways for young people.
- Attend network meetings and forums and promote Catchment Youth Refuge at local, regional and state level as directed.

5.3 Policy, Planning and Community Development:

- Through direct service provision to identify areas of common need or themes affecting homeless young people and possible responses within the region.

- Maximise opportunities to increase the understanding of mainstream and specialist services as to the needs of young people experiencing homelessness and identify practices which will facilitate improved access ideally without need for program intervention.
- Assist in regular reviews of program operations and ongoing development of the service including participation in planning days.
- Support practice aligned with the Merri Outreach Support Service Interim Strategic Plan 2017-2022 and the guidance it offers on the Agency's strategic direction.
- Undertake implementation of improvements/changes in program operations as directed by management
- Maintain a broad understanding of government policies which have a direct impact on young people experiencing, or at risk of experiencing homelessness.
- Contribute to the development of responses to government policy, and systemic issues which may affect consumers, as directed by management.
- Participate in forums which contribute to the broader development of policies/practices relevant to youth homelessness.
- Participate in Merri Outreach Support Service's Quality Improvement initiatives.
- Contribute to Agency development including participation in working groups and internal committees.

5.4 Reporting and Administration:

- Maintain program and consumer records, including case files and other data as required.
- Maintain filing systems as required for effective function of the program.
- Timely recording of young people's information using SHIP to facilitate monthly reports for the Australian Institute of Health and Welfare (AIHW)
- Prepare evaluation reports on client outcomes as required.
- Assist management in the preparation of reports as directed.
- Submit for approval by management all formal outgoing correspondence.
- Adhere to the MOSS Financial Delegation of Authority and agency financial recording practices.

5.5 Accountability:

- Work in accordance to Merri Outreach Support Service's Policy and Procedures Manual.
- Meet prevailing Accreditation Standards, currently the Human Services Standards and ISO 9001:2015 and participate in Continuous Quality Improvement requirements.
- Be responsible to the Team, Refuge Coordinator, Crisis Program Manager, General Managers and CEO.
- Actively participate in team case planning meetings.
- Attend fortnightly agency meetings when rostering permits.
- Actively participate in scheduled supervision with the Crisis Program Manager.