

# Information Package



## Case Worker - Homeless Youth Assistance Program

Thank you for considering Veritas House as your next employer. We are a vibrant, independent, community-based not-for-profit organisation with a specific focus on supporting vulnerable children, young people and their families. Veritas currently delivers services in Permanency Support (PS), Youth Specialist Homelessness Services (SHS), Non Placement Support (NPSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP) and Premier's Youth Initiative. The majority of our funding is provided by Family and Community Services.

This Information Package is designed to tell you more about the role, identify the selection criteria we will be using to select the right candidate, and explain the application process.

### **Benefits of working with Veritas House**

Veritas House is based in the Central West of NSW, with offices in Bathurst and Orange. As an organisation, we are committed to our values:

- Compassionate
- Innovative
- Inclusive
- Individualised
- Culturally sensitive, and
- Fair and honest

If you work with us, you will enjoy:

- Up to \$15,900 tax free salary packaging per annum;
- Exposure to a range of client situations that will develop your skills and allow you to work to your strengths;
- A strong, strengths-based culture that values what you do well and will work with you to grow;
- The opportunity to develop your career in an expanding service;
- The chance to make a contribution within the community you call home

If you believe you meet the selection criteria, find that our values resonate and are passionate about our mission of providing values based and child-centred care, advocacy and support in Central Western NSW, we'd like to hear from you.

# Advertisement

## Homeless Youth Assistance Program Case Worker

Veritas House is a vibrant not-for-profit, community-based organisation with a specific focus on supporting vulnerable children, young people & their families. Veritas currently delivers services in a range of FACS-funded programs, across Bathurst and Orange.

Caseworkers in our HYAP program work with young people up to 16 years old to:

- Rebuild family, kin and cultural connections
- Build age appropriate living skills
- Engage with education, training and/or employment,
- Access mainstream health, mental health and wellbeing services
- Engage with the broader community

If you have the skills and passion for this challenging role, please apply!

All employment at Veritas House is subject to a clear Working with Children Check & satisfactory National Criminal Screening.

### To apply:

Full details of the position, **including the selection criteria** and information on how to apply, can be found in the Information Package on our website: [www.veritashouse.org.au](http://www.veritashouse.org.au)

**Applications close at 9.00 am on Monday 23<sup>rd</sup> April 2018.**

*Aboriginal and Torres Strait Islander people and people from a CALD background are warmly encouraged to apply.*

*Please note: Previous applicants are still being considered and should not apply again*

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## To apply for this role

These guidelines aim to assist you in submitting applications for advertised vacancies with Veritas House.

The following may assist you in preparing your application:

- Carefully read through this Information Package.
- Conduct some initial research on the organisation by browsing the website and reading key resources.
- If required, seek clarification or additional information on the organisation and/or the position.
- Decide whether you possess, and can demonstrate, your skills and experience against the selection criteria.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, identify the action you took, and summarise the subsequent result. Keep your responses concise and in addition to your resume.
- Be aware of the closing date. If, for any reason you cannot submit your application by the closing date, you should ring the contact person to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids) when attending interview, please discuss these with the contact person when the interview is being arranged.

## What you need to include in your application

Veritas House uses a streamlined approach to recruitment. **All applications require:**

1. A Cover Letter introducing yourself and outlining your interest in the position
2. Statement addressing each of the Selection Criteria (as listed on the last page of this document). Each selection criteria should be identified with a heading, followed by a paragraph providing examples of how you have met the criteria.
3. Resume/Curriculum Vitae (CV) that should include:
  - a. contact details including telephone number and email address
  - b. education/qualifications
  - c. an employment history summary including (for each position):
    - i. the employer
    - ii. start and finish dates
    - iii. your position/title
    - iv. your responsibilities and achievements in the position
  - d. professional registrations and/or memberships

You do not need to submit copies of your identification or qualifications. If required, these will be checked later in the recruitment process.

References do not need to be included in your application. Referees will only be contacted if required, and your permission to contact them will be sought first.

## Submitting your application

Applications should be submitted via email (by the closing date and time) to:

[employment@veritashouse.org.au](mailto:employment@veritashouse.org.au)

# Position Description

<b>Position Title:</b>	Case Worker - HYAP
<b>Position Status:</b>	Full-time 38 hours per week
<b>Responsible to:</b>	Team Leader SHS
<b>Program:</b>	Veritas House Specialist Homelessness Service
<b>Location:</b>	Orange
<b>Relevant Award:</b>	<i>Social, Community, Home Care, and, Disability Services Industry Award (2010)</i>
<b>Award Classification:</b>	Community Services Employee- Grade 3 Level 4.1 – 4.4.

Level is dependent on qualifications and experience.

- Requirements:**
- Possession of or progress towards tertiary qualifications in humanities
  - Current Driver's licence
  - Satisfactory Working with Children Check

**Objective:** To support children and young people under 16 years of age who are at risk of or experiencing homelessness to:

- Rebuild family, kin and cultural connections and work towards family reconciliation where appropriate,
- Build age appropriate living skills,
- Engage with education, training and/or employment,
- Access mainstream health, mental health and wellbeing services,
- Engage with the broader community to support their successful transition to independence.

HYAP aligns with the principles, objectives and intended outcomes of the broader Specialist Homelessness Services system, but with a specific focus on those under 16 years of age who are homeless or at risk of homelessness.

## **Duties/Responsibilities:**

- Actively participate in local service system planning.
- Work in accordance with current service policies, procedures, aims and objectives, common law and funding agreement guidelines.
- Ensure that the service is provided with particular sensitivity to the individual and cultural needs of all clients.
- Provide Equitable Service Delivery.
- Attend as directed, and actively participate in work related conferences, meetings and training courses – some of which may be outside the local area and require overnight stays.
- Actively participate in a service evaluation and staff appraisals: identify training needs and develop goals and work plan for the next year.
- Attend regular supervision with the Team Leader or Independent Supervisor.
- Bring to staff meetings and if necessary, to the SHS Team Leader any problems or issues that are/may affect the operation of the service.
- Ensure procedures are followed in the repair of all property, vehicles and equipment to service standards.
- Demonstrate commitment to and promotion of a culture of service excellence and continual improvement.

- Ability to work flexible hours between locations, work weekends and participate in on-call roster.
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own well-being in the workplace.
- Unsupervised contact / work with children and their families will be required.
- Work within the principles of Veritas House Inc.
- Other duties as required to support programs and objectives of the organisation.

**Deliver high quality client-centred case management:**

- Provide holistic support and case co-ordination service
- Complete initial safety, risk and strength assessment processes
- Deliver high quality client-centred case management services including; information, initial assessment and engagement, supported referral and case coordination, case planning, casework, family mediation, building client capacity.
- Ensure the service incorporates conflict management and family mediation when working with young people, their families and communities.
- Use collaboration to generate innovative responses to client needs especially when immediate solutions are not available.
- Collaborate with other services and stakeholders to ensure holistic service delivery.
- Ensure the service is developmentally and culturally appropriate.
- Develop, document and maintain case plans in accordance with program guidelines and Practice Framework.
- Ensure clients understand their rights and responsibilities to support informed consent, client empowerment and active participation in case planning process.
- Ensure that measurable and documented case plan goals are achievable within the resources available to support the client.
- Adopt appropriate risk management practices at all times. Discuss identified risks with colleagues and supervisor.
- Monitor, transition and provide planned and mutually agreed disengagement of service plan in line with case plan.
- Create and maintain up-to-date and confidential records for all clients participating in the program.
- Regularly reflect on work practice and seek feedback

**Collaborate with other service providers and stakeholders to provide integrated service delivery:**

- In consultation with Supervisor, promote awareness of the causes of homelessness and the early warning signs and factors indicating that a person may be at risk of becoming homeless.
- Work closely with 'first-to-know' services (such as housing providers, correctional facilities, schools, domestic and family violence services, police, child and family services and other services) to identify people at risk of becoming homeless.
- Work in conjunction with relevant services to provide personal, emotional and practical support to people at risk of becoming homeless, enhancing wellbeing and enabling people to remain safely housed.
- Work with stakeholders to promote innovative housing solutions.
- Advocate on behalf of the clients to assist them access services and navigate the service system.
- Maintain up-to-date knowledge of relevant services, support agencies and initiatives available. Promote this knowledge and the availability of services to target group.
- Establish and maintain collaborative relationships with stakeholders, brokers, subcontractors and other service providers.
- Develop and maintain strategies to provide service to isolated communities in conjunction with Supervisors.

# Selection Criteria

## Case Worker (HYAP)

1. Possession of Diploma level qualifications in Community Services or equivalent, or extensive equivalent experience in case management work or youth work with young people and families in a community services environment.
2. Demonstrated understanding of and experience in working within NSW Child Protection Legislation and Regulation, including knowledge of the NSW KeepThem Safe Initiative and employee's role as Mandatory Reporters.
3. Understanding of the precursors of Homelessness and the ability to reduce risk for young people through family intervention and mediation skills.
4. Experience of working with clients from specific target groups i.e. Aboriginal and Culturally and Linguistic Diverse and an understanding of their particular needs.
5. Demonstrated experience of working in a complex interagency case management environment with the ability to gather information and compile comprehensive reports and work with clients and with other service providers and agencies.
6. Demonstrated ability to work with and advocate for people exhibiting challenging behaviours.
7. Demonstrated ability to engage and work with children, young people and their families who are experiencing homelessness or who are at imminent risk of homelessness, including on an outreach basis.
8. High level written skills, advanced computer skills along with knowledge of Microsoft Office 2010 and the use of data and case management reporting portals.
9. A valid, unrestricted driver's licence is a requirement of this position.