



Information Package

Residential Youth Workers, Orange (Permanent Part Time) 2 Positions available

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;
- Time and resource support for clinical supervision;
- 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.

Position Advertisement

2 x Residential Youth Workers Permanent part-time, Orange

Case Worker and Residential Youth Workers

Veritas House is a vibrant, not-for-profit, community-based organisation with a specific focus on supporting vulnerable children, young people and their families. We are looking for passionate people to join our service in Orange.

2 x Residential Youth Workers, perm part-time, Orange

2 of our workers have moved into new roles, creating vacancies for new staff to:

- Provide supervision and support over a 24 hour roster to homeless young people in our refuge
- Plan and facilitate options to meet each young person's needs
- Provide emotional and practical support

Young people may exhibit trauma, behavioural and other issues or challenging interpersonal skills – these are not baby-sitting jobs.

To apply:

Full details on all positions, **including the selection criteria** & information on how to apply, can be found in the Information Packages on our website: www.veritashouse.org.au

Applications close at 9.00 am on Monday 23rd April 2018

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

To apply for these roles

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

- Carefully read through this Information Package.
- Conduct 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

Position Description

Position Title:	Permanent Part-time Youth Worker Shift work (includes weekend and night work)
Position Status:	Permanent Part-time (averaging 27 hours per week) or Casual
Responsible to:	SHS Team Leader - Orange
Program:	Veritas House Crisis Accommodation Service
Location:	Orange
Relevant Awards: Award	Social, Community, Home Care and Disability Services Industry Award
Classification:	Community Services Employee – Grade 3 Level 3.1 – 3.4

Requirements:

- Current driver's licence
- Satisfactory NSW Working with Children Check and Criminal History Check
- Possession of at a minimum, Diploma in Youth work or similar, and progress towards tertiary qualifications

- Objective:** To work with young people aged 12-25 who are homeless or at imminent risk of homelessness. To assist clients to work within a SHS Case Management Framework that encourages them to explore alternatives which build on skills in problem solving, assertiveness and self-reliance. Contribute to the achievement of these four SHS Program outcomes:
- people who are at imminent risk of homelessness are identified and supported to remain safely in their existing housing, or to secure stable housing;
 - people who experience homelessness are rapidly and safely re-housed;
 - people who are in crisis are provided with safe and secure accommodation and supported to access stable housing;
 - people who are re-housed after becoming homeless are supported to stay housed.

The SHS delivery framework comprises four dimensions:

1. a client-centred approach that places the client at the centre of all service responses;
2. evidence-based practice responses in four core areas - intervening early to prevent homelessness, rapid rehousing, crisis and transitional responses and intensive responses for complex needs clients;
3. SHS service system enablers including; access, service quality, and industry and workforce development;
4. links with other human services to ensure SHS responses are part of the broader service system & building/maintaining connections with family and community.

Liaises With: Residential Youth Workers, SHS Coordinator, SHS Case Worker, SHS Team Leader, Casual Residential Workers, Administrators, Executive Officer and other government and non-government service providers.

Duties and Responsibilities:

1. Team Participation & Work Management

- Contribute to the ongoing development of a dynamic, creative and cohesive team;
- Contribute to the development of solid, equitable and honest relationships that support a strong team approach and to maintain a strong work ethic in personal efficiency and effectiveness at all times;
- Ensure that Veritas House organisational philosophy, values and model are implemented;
- Use supervision, professional development and Veritas House performance accountability processes to enhance outcomes for young people.

2. Relationships

- Support SHS team in developing strong collaborative partnerships and clear protocols with agencies;
- Promote working relationships that are based on equality;
- Undertake regular consultation with staff working in related areas (both within and outside) the service to ensure effective community networks and linkages.

3. Program Outcomes

- Provide case work and services to young people experiencing homelessness and/or imminent risk of homelessness, enabling clients to address their individual issues, concerns and overcome common barriers;
- Contribute to the development of appropriate planning and accountability processes;
- Contribute to the development of project specific evaluative processes as required;
- Collect program data and contribute to using the data to improve the service to young people and to develop more efficient and effective practices;
- Actively encourage clients and ex clients to participate in decisions about the operation of the service also on issues relating to the long term goals of the service.

4. Service Delivery

- All staff are to work towards the crisis accommodation service being free from discrimination of any type;
- Ensure that services are accessible and appropriate to young people experiencing disadvantage.
- Use best practice SHS Case Management processes for all clients;
- Provide equitable service delivery;
- Ensure that young people are supported to develop independent living skills.
- Other tasks e.g. clerical duties, some domestic duties, follow-up etc. must also be done and it is the responsibility of the individual worker to ensure these tasks are completed;
- Act as an advocate on behalf of young people using the service, and offer support where appropriate.

5. Cultural Sensitivity

- Ensure that the service is provided with particular sensitivity to the individual and cultural needs of all clients.

6. Case Work

- Implement case management plans and have a genuine commitment to young people;
- Provide advocacy and support to address legal, financial, counselling, group work, tenancy, emergency relief and other support needs;
- Follow comprehensive risk assessment and safety plans approved by the SHS Coordinators and SHS Team Leader;
- Document client case plans, and keep appropriate, sensitive and accurate client case notes;

- Empower young people to build on their living skills through structured living skills programs;
- Work with young people from strengths based philosophy to enhance self-esteem, build coping skills and improve cultural awareness;
- Provide basic Counselling;
- Comply with any legislative requirements.

7. **Accountability**

- Accept professional supervision from the SHS Coordinators and Team Leader;
- Maintain client records and statistical data as required;
- Work within and abide by all policies, practices and guidelines of Veritas House including KTS, Mandatory Reporting and WHS;
- Attend team meetings as requested;
- Have a clear understanding of confidentiality and privacy issues pertinent to service users and the Organisation;
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.

8. **Professional Development & Training**

- Attend relevant training and professional development as required;
- Attend team meetings or casework supervision meetings as required;
- Identify and discuss training needs with the SHS Coordinators and Team Leader and have training approved;
- Provide in-house orientation training to new, casual Veritas House staff;
- 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 also staff appraisals: review of job descriptions; identify training needs.

9. **Child Protection**

- Report to Community Services all cases of suspected risk of significant harm to children and/or young People;
- Assist in the reporting and investigation of all relevant issues as prescribed by the NSW Ombudsman.

10. **Work within a Legal & Ethical Framework**

- All work must be carried out in accordance with current service policies, procedures, aims and objectives, common law and funding agreement guidelines;
- Maintain and ensure strict confidentiality;
- Be aware of relevant legislation and mandatory obligations on all issues pertaining to young people; in particular Keep Them Safe legislation and initiatives, Interagency Guidelines and Crisis Accommodation Worker's legal responsibilities for reporting children at risk.

11. **Health, Safety & Cleaning**

- Participate in WHS consultation and training as required;
- Actively promote safe work practices in the workplace;
- Ensure that young people are not exposed to risks during their stay at the Crisis Accommodation service;
- Provide and maintain a safe, caring supportive environment that is favourable to the emotional and physical wellbeing of the clients;
- Report to Team Leader and the Executive Officer any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports;
- As part of a roster, participate in keeping the facilities a neat and clean workplace for employees and the young people in residence;

- Act as a role model for the young people in regards to personal standards of hygiene and cleanliness
- Act as a role model around professional behaviour inside and outside the workplace in the community, wherever you can be identified as a worker of Veritas House.

12. Other Organisational Requirements

- Contribute to the promotion of the organisation through development of promotional material and networking;
 - Work as an active member of the team assisting in other appropriate tasks as required, or as directed from time to time by SHS Team Leader or Executive Officer;
 - Present a positive image of the organisation to clients and to the broader community;
 - Willingness to take young people grocery shopping to meet the resource needs of the program;
 - Willingness to work extra shifts as required;
 - Ensure the effective maintenance and repair of all property, vehicles and equipment to appropriate standards that reflect the clients' needs and safety of all stakeholders.
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SELECTION CRITERIA

Residential Youth Workers (Permanent Part-time)

Essential Criteria:

1. Minimum Diploma in Youth Work, Social Work, Community Services or similar (or third year in a degree qualification).
2. Detailed understanding of Child Protection Legislation and Regulation, including knowledge of the NSW Keep Them Safe Initiative.
3. Demonstrated understanding of the challenges faced by young people experiencing or potentially experiencing homelessness and the resulting behaviours.
4. Understanding of cultural issues with the ability to work with Aboriginal people.
5. Demonstrated ability to use sound professional judgment, and apply initiative within organisational policy and procedures.
6. High level of written, verbal and computer-based communication skills, including the use of data and Microsoft Office programs.
7. Ability to work shifts, including sleep-over shifts, over a 24 hour, 7 day roster