

Information Package



Personal Advisor

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, Youth Specialist Homelessness Services (SHS), Case Work Support Services (CWSS), Targeted Early Intervention (TEI), Homeless Youth Assistance Program (HYAP), Supported Independent Living (SIL), Interim Care Model (ICM) and the Premier’s Youth Initiative (PYI). The majority of our funding is provided by the Department of Communities and Justice.

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:

Relationships

We are all connected and the way we behave towards each other matters. Showing respect, being inclusive and communicating in a kind and honest way gives everyone the opportunity to feel valued. Strong relationships lead to mutual understanding and support.

Collaboration

We work together to solve problems and deliver solutions. We understand that bringing people together fosters empathy, builds trust and sparks creativity. Collaboration helps us achieve our goals and the goals of the children, young people and others we work with.

Compassion

With an open mind, we accept people without prejudice or judgement. Compassion opens our minds to others, regardless of our differences. Compassion allows us to work in a caring, well-informed way that respects the experiences and needs of the people we work with.

Authenticity

We are true to ourselves and stand up for what we believe, regardless of pressure from others. We don’t try to be what we’re not, and this transparency means others know where they stand with us. Our actions are genuine and without pretence.

If you work with us, you will enjoy:

- Discounted gym membership and health insurance;
- Salary Packaging so you save money on Tax;
- Opportunity to purchase a car using Novated Leasing;
- 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.

Position Advertisement

Personal Advisor – Full-time

Personal Advisors work with young people transitioning out of Permanency Support (Out of Home Care) who do not have established networks, for up to 3 years. The role includes working with clients to implement the leaving care plan, establish the life-long habit of growing and maintaining their support networks, navigate mainstream and specialist services and manage crisis and change effectively. In addition, they will provide transitional support to young people in targeted locations to build their capacity to establish and maintain long term accommodation (with a particular emphasis on building capacity to establish and maintain share accommodation) over time.

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

All applicants must address the following selection criteria, by writing a brief paragraph that includes examples of how you meet the criteria. Please tell us how you meet the selection criteria - we can't assess your application without it!

Selection Criteria

1. Minimum Certificate IV in Community Services or similar and working towards a Diploma or Degree qualification
2. Knowledge, understanding and experience of working in a trauma informed, strengths based practice with young people who have lived in Out of Home Care
3. Experience providing incidental counselling and mentoring to young people with complex needs
4. Experience building relationships, networking, and working cooperatively with a wide range of diverse services that offer supports to young people
5. Experience and well developed skills in goal setting and action planning for young people leaving Out Of Home Care
6. Knowledge and understanding of the legislation, rights and resources available to children and young people who have been placed in out of Home Care, including requirements for leaving and after-care planning
7. High level planning and organising skills to support allocated clients while meeting deadlines and administration requirements
8. Capacity to travel within the Western NSW region to meet with clients

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

Applications close at 9 AM on Tuesday 28 November 2023.

All employment at Veritas House is subject to a clear Working with Children Check and a satisfactory Police check and appropriate vaccination against COVID-19 (currently 3 doses). You must also have appropriate working rights to apply for this role (working visas of less than 12 months will not be considered).

Aboriginal and Torres Strait Islander candidates are warmly encouraged to apply.

We hire on merit alone and welcome the true, authentic and diverse person you are. We value a team as diverse as our community! Irrespective of your culture, ethnicity, race, gender identity, age, linguistic background, religion, disability or sexual orientation – we welcome the unique contributions that you can bring to the Veritas House team, and celebrate diversity in everything that makes you, YOU!

How to apply for this role

These guidelines will help you in submitting applications for 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, the action you took, and a summary of the 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 (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:	Personal Advisor
Reports to:	Team Leader - Premier's Youth Initiative
Program:	Premier's Youth Initiative
Location:	Orange (with regular travel throughout Western NSW)
Relevant Awards:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Community Services Employee – Level 4.1 – 4.4

Requirements:

- Current driver's licence
- NSW Working with Children Check clearance and satisfactory Criminal Record Check
- Tertiary qualifications in a Human Services field eg Child Protection, Children's Services, Nursing, Out of Home Care, Youth Work, Psychology, Community Services, Criminal Justice etc
- Appropriate vaccination against COVID-19

Veritas House Vision

Our Vision is to contribute to the creation of a socially just and caring community in which every person is safe, secure and valued.

Veritas House Values

Our core operating values influence the culture and public image of Veritas. They articulate ideals that we aspire to hold ourselves accountable for and offers guidance about how we behave in carrying out our mission.



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We are all connected and the way we behave towards each other matters. Showing respect, being inclusive and communicating in a kind and honest way gives everyone the opportunity to feel valued. Strong relationships lead to mutual understanding and support.



Collaboration

We work together to solve problems and deliver solutions. We understand that bringing people together fosters empathy, builds trust and sparks creativity. Collaboration helps us achieve our goals and the goals of the children, young people and others we work with.



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Authenticity

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Primary Objective of the Premier's Youth Initiative Service

The initiative aims to prevent homelessness among young people leaving statutory care by diverting them from entering the homelessness service system before they become homeless or at risk of homelessness.

The initiative provides to all clients personal advice, through a Personal Advisor. All clients will also be offered education and employment mentoring. Some clients will receive transitional accommodation support equivalent to the support provided by Specialist Homelessness Services. A portion of these clients will receive subsidised head-leased accommodation.

Primary Objective of the Position

Personal Advisors work with young people transitioning out of Permanency Support (Out of Home Care) who do not have established networks, for up to 3 years. The role includes working with clients to implement the leaving care plan, establish the life-long habit of growing and maintaining their support networks, navigate mainstream and specialist services and manage crisis and change effectively. In addition, they will provide transitional support to young people in targeted locations to build their capacity to establish and maintain long term accommodation (with a particular emphasis on building capacity to establish and maintain share accommodation) over time.

Working Relationships Internal /External

- Our Clients
- All staff and volunteers of Veritas House
- Family & Community Services
- Our partner providers Skillset and My Foundations Youth Housing
- Local community and service providers

Your Level of Decision Making and Authority

You are expected to:

- Act within policy and procedure
- Make decisions within the scope of this position description

Decisions that are made by you after consultation with your Team Leader:

- Utilisation of brokerage funds
- Any decision outside the scope of this position description;
- Any decision requiring interpretation of, or potential variation from, our policy or procedures

Decisions that are referred to your Team Leader/Manager:

- All issues that require sign off / approval from the Team Leader, Executive Manager or CEO;
- Issues outside of policy guidelines;
- Complaints from children or young people;
- Requests for new business from funding bodies;
- Complaints from funding bodies.

Position-Specific Roles and Responsibilities

1. Support Service Users

- Initiate creative responses to the needs of clients which are unmet by mainstream services;
- Engage with clients using a strengths based and trauma informed care approach;
- Effectively respond to client's identified needs, planning & supporting their ongoing development;
- Provide flexible, tailored, strengths based and trauma informed care responses to meet the needs of the young people in the initiative;
- Handle sensitive and complex individual situations with tact and discretion;
- Monitor and evaluate the services provided to young people in consultation with service partners and young people;
- Make Risk of Significant Harm reports to the Community Services Helpline when deemed necessary;
- In conjunction with the client, design and implement appropriate individual goals in response to identified need, taking specific cultural needs into consideration.

2. Act as a Personal Advisor to clients in the assigned case load

- Ensure client's after-care plans are established and meeting the client's needs and goals, and support in the implementation of this plan;
- In conjunction with the client, design and implement appropriate individual goals in response to identified need, taking specific cultural needs into consideration;
- Coordinate and provide links to other services that may be involved with the young person eg drug and alcohol, mental health services etc;

- Provide a lead coordination point with mainstream and specialist service systems whilst upskilling the client to be able to self-advocate;
- Maintain regular contact with clients to ensure their goals and needs are being met;
- Facilitate regular review meetings with clients and service providers to discuss the ongoing appropriateness of the supports they are utilizing;
- Build the young person's capacity to manage change and challenges through role modelling, mentoring and direct conversations;
- Be the central contact person for all aspects of initiatives as they relate to allocated clients;
- Liaise with relevant service providers and agencies around service provision to clients;
- Liaise with Partner Agencies to obtain the most appropriate match of client and worker to ensure continuity of care for each young person.

3. Support clients transitioning into housing

- Ensure clients are able to identify and build skills relating to establishing and maintaining accommodation;
- Support the housing provider (My Foundations) to find appropriate and accessible accommodation matched to the client's needs;
- Help young people to develop skills to navigate the rental market;
- Establish relationships with local Real Estate Agencies in order to provide young people the best opportunity to enter the private rental market when they are ready to do so;
- Maintain regular contact with clients to ensure that their living skills are at the standard required for share housing and independent living;
- Facilitate regular review meetings with clients and service providers to discuss the ongoing appropriateness of the supports they are utilizing;
- Build the young person's capacity to manage change and challenges through role modelling, mentoring and direct conversations;
- Liaise regularly with the housing provider to ensure young people's tenancy is maintained;
- Establish and maintain regular house meetings for young people in shared accommodation;
- Establish and maintain regular tenant's meetings to provide feedback and evaluation to the service;
- Provide individual and group work programs, which build living and life skills (particularly in relation to tenancy and independent living), to young people in the initiative.

4. Service Promotion and Administration

- Accurately record data as required by Veritas House and funding bodies;
- Ensure CIMS is completed in a timely manner and all documentation is up to date;
- Provide professional reports and other correspondence as required or requested;
- Participate in evaluation processes as required;
- Other administration tasks as required;
- Promote the role of PYI in the wider community;
- Attend and participate in local interagency meetings if required.

Other Duties and Responsibilities:

Team Participation & Work Management

- Contribute to the ongoing development of a diverse, inclusive, 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;
- Use supervision, professional development, team meetings and Veritas House performance accountability processes to enhance outcomes for children and young people.

Cultural Sensitivity and Appropriateness

- Demonstrate cultural awareness and appropriateness in all interactions with colleagues, clients, providers and others interacting with the service.

Accountability

- Accept line supervision from your Team Leader/Manager;
- Maintain work records and statistical data as required;
- Work within and abide by all policies, practices and guidelines of Veritas House;
- Attend team meetings as scheduled;
- Have a clear understanding of confidentiality and privacy issues pertinent to service users, staff and the Agency;
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.

Work within a Legal & Ethical Framework

- All work must be carried out in accordance with Veritas House policies, procedures, aims and objectives, relevant funding agreement guidelines and legislation
- Maintain and ensure strict confidentiality.
- At all times demonstrate commitment to the Staff Code of Conduct.
- Comply with all relevant legislation.

Work Health and Safety

- Participate in WHS consultation and training as required;
- Actively promote safe work practices in the workplace;
- Adhere to Veritas House WHS policies and procedures;
- Report to your Team Leader/Manager and the WHS Officer any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports;

Other Organisational Requirements

- Contribute to the promotion of the organisation by networking with interagency partners and key stakeholders;

- Ensure that your behaviour and practices support and reflect the Veritas House values and promote the organisation's mission;
- Demonstrate a willingness to work reasonable extra hours as required for the benefit of the children, young people and the organisation;
- Ensure the effective maintenance and repair of all property, vehicles and equipment to an appropriate standard;
- Act as a role model of professional behaviour inside and outside the workplace and in the community, wherever you can be identified as a worker of Veritas House.

Selection Criteria

Essential:

1. Minimum Certificate IV in Community Services or similar and working towards a Diploma or Degree qualification
2. Knowledge, understanding and experience of working in a trauma informed, strengths based practice with young people who have lived in Out of Home Care
3. Experience providing incidental counselling and mentoring to young people with complex needs
4. Experience building relationships, networking, and working cooperatively with a wide range of diverse services that offer supports to young people
5. Experience and well developed skills in goal setting and action planning for young people leaving Out Of home Care
6. Knowledge and understanding of the legislation, rights and resources available to children and young people who have been placed in out of Home Care, including requirements for leaving and after-care planning
7. High level planning and organising skills to support allocated clients while meeting deadlines and administration requirements
8. Capacity to travel within the Western NSW region to meet with clients

A current unencumbered drivers license, clear Working with Children Check and the right to work in Australia for the full contract period are pre-requisites for this position.