



Information Package

Case Worker – Specialist Youth Homelessness Service (Orange)

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 (formerly known as OOHC), Youth Specialist Homelessness Services (SHS), Case Work Support Service (CMSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP), Supported Independent Living (SIL), Transitional Care (TC) and Premier's Youth Initiative. 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:

- 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

Case Worker (permanent full-time, Monday-Friday) Based in Orange

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 DCJ-funded programs.

Case Worker– one extraordinary person to work with and advocate for young people. Respond to referrals, induct clients and provide case management to young people experiencing (or at risk of) homelessness.

For more information and to download the Information Package with the position description and details of how to apply, please visit the “Careers” tab on our website, www.veritashouse.org.au

At Veritas House we value compassion, fairness and justice. We are non-judgemental, honest, realistic and committed to great results. To work with us, you will be passionate about providing support to young people, breaking the cycle of homelessness and assisting young people at risk of homelessness to sustain long-term, safe accommodation.

Applications close 9am, Monday 18 January 2021.

Aboriginal and Torres Strait Islander people are warmly encouraged to apply for all positions, as are those from a CALD background.

To apply for this role

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 Veritas House 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 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 the 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.

Please note...

By submitting your application, you agree and give permission for your application to be shared with the people at Veritas House who will make decisions about who to interview for this role. If you are called for an interview, your application will be shared with the Interview Panel, which will include an independent person from another organisation.

Submitting your application

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

employment@veritashouse.org.au

Position Description

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

Requirements:

- At a minimum, Diploma of Community Services or similar, and commitment to pursuing further tertiary qualifications
- Current Driver's licence
- Satisfactory Working with Children Check and Criminal Records Check

Objective: To support homeless people break the cycle of homelessness as well as focus on those at risk of homelessness who can be supported to remain in long-term safe accommodation.

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 transition 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 and building/maintaining connections with family and community.

Duties/Responsibilities:

- Deliver information, initial assessment, referral and coordination role for clients referred to or presenting at the service (when it is safe to do so).
- Active participation in local service system planning.
- All work must be carried out 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 also staff appraisals: identify training needs and develop goals and work plan for the next year.
- Attend regular supervision with the Team Leader.
- Bring to staff meetings and if necessary, to the Team Leader SHS 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.
- Necessity to work flexible hours, work weekends and go on-call.
- To recognise and monitor job stress and personal needs as a worker and take active responsibility for your own well-being in the workplace.
- Working within the principles of Veritas House.
- Any other duties as required.

Client-Centred approach

- Commitment to a client-centred approach
- Promoting client mutual obligations towards resolving and preventing their homelessness and having a range of opportunities for their input into setting and reviewing case plan goals and service responses

Intervening early to prevent homelessness

- 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 help people at risk of becoming homeless to stay safely housed
- work with others to promote innovative housing solutions
- facilitate access to income support, other financial help, legal and/or financial advice, family support and mediation services and tenancy advice and support services
- advocate on behalf of the client to help them access services and navigate the service system
- help a client to access education and employment opportunities and to build positive connections with family members where possible and with the broader community
- provide and facilitate access to post-crisis support to sustain people in their accommodation

Rapid re-housing

- have collaborative arrangements with real estate agents and social housing providers that facilitate access to long-term accommodation
- assess clients within 24 hours of becoming homeless to determine whether a rapid re-housing service response is feasible and appropriate
- develop and commence implementing individual rapid re-housing case plans for suitable clients within 48 hours
- follow-up clients with their agreement after they have been housed to help them to sustain their tenancy.

Crisis and transition response

- provide safe short-term or medium term accommodation while the client's homelessness is resolved
- provide case management and support to mitigate the impact of the immediate crisis
- help connect clients to other services; such as to employment education and training, and to positive and safe family and community networks
- work with clients towards exiting these temporary arrangements into safe and affordable long-term housing
- provide post-crisis support as required to help the client to stay housed after crisis

Intensive responses for clients with complex needs

- provide intensive multi-disciplinary support needed for clients entrenched in homelessness
- provide a housing first approach based on helping clients access and establish permanent housing linked to intensive and integrated support
- work with the client and other services to undertake multi-disciplinary case planning where multiple providers work together to wrap-around the services needed to address the client's needs. This could potentially include treatment and support for mental health or alcohol and/or drug problems, support to transition from correctional facilities or out-of-home care, support to deal with trauma, support to deal with domestic and family violence and specialist services such as financial or legal advice
- provide assertive outreach, particularly to rough sleepers

Principles and practices of the streamlined access system

- operate as part of a 'no wrong door' access system
- undertake consistent assessment and referral practices
- connect clients to mainstream services where appropriate
- share client information (with client consent and within legislative requirements)
- provide accurate and up-to-date service information including information on vacancy/ capacity management
- use the SHS Client Information Management System

Other 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.

2. Cultural Sensitivity and Appropriateness

- Ensure that the service is provided with particular sensitivity to the individual and cultural needs of all clients.
- Support connections to family, culture and community;

3. Accountability

- Accept professional line management from the SHS 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 organization;
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.

4. 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.

5. 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.

6. Health, 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 the SHS Team Leader and the WHS Officer any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports;
- Act as a role model for the young people in regards to personal standards of hygiene and cleanliness.

7. Other Organisational Requirements

- Contribute to the promotion of the organisation by networking;
- Work as an active member of the wider Veritas House team assisting in other appropriate tasks as required, or as directed from time to time by SHS Team Leader or an Executive Officer;
- Ensure that your behaviour and practices support and reflect the Veritas House values and promote the Agency'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 appropriate standards that reflect the clients' needs and safety of all stakeholders.
- 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.

CONDITIONS OF EMPLOYMENT

All Veritas House workers are bound by the terms and conditions contained in the Veritas House Letter of Offer, the Position Description, the relevant Industrial Award(s), Veritas House Policies, Procedures and the Veritas House Staff Code of Conduct, as amended and as endorsed by the Veritas House Management Committee from time to time.

Veritas House reserves the right to vary this Position Description at any time in response to the changing needs of the organisation, and the occupant will be required to attend to other duties as directed from time to time by the Executive Officer.

SELECTION CRITERIA

Case Worker (Specialist Youth Homelessness Service)

Essential Criteria:

1. Minimum diploma level qualifications in Community Services, Youth Work or similar along with experience working with youth and families in a community services environment.
2. Demonstrated understanding of the case management process, including reporting complex information concisely, liaising with other agencies and advocating on behalf of the client with families and service providers.
3. Demonstrated understanding of Child Protection Legislation and Regulation, including knowledge of the NSW Keep Them Safe Initiative and employee's role as Mandatory Reporters.
4. Demonstrated understanding of the challenges faced by young people who are experiencing or at risk of homelessness and ability to cope with challenging behaviours.
5. Demonstrated capacity in engaging young people and their families who are experiencing homelessness or who are at imminent risk of homelessness, including on an outreach basis.
6. Demonstrated ability to use initiative and be self-directed.
7. High level of written, verbal and computer-based communication skills, including the use of data and case management reporting portals.