

## Information Package

### Residential Care Worker – Orange (Permanent Part-Time rotating shift work)

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 (PSP), Youth Specialist Homelessness Services (SHS), Case Management Support Services (CMSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP), Supported Independent Living (SILS), Interim Care and the 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 Orange and Bathurst. 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 pretense.

If you work with us as a shift worker, you will enjoy:

- Up to \$15,900 tax free salary packaging per annum;
- 5 weeks of annual leave;
- Additional leave after 6 months of employment
- Corporate gym membership rates
  
- 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-centered care, advocacy and support in Central Western NSW, we'd like to hear from you.

## Position Advertisement

### Residential Care Worker – Orange Permanent part-time rotating shift work

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 a passionate person to join our service in Orange.

Our Residential Youth Workers (rotating shift work) work an average of 26.075 hours per week over a 4 week roster cycle, and assist young people in crisis accommodation by:

- Providing supervision and support over a 24 hour roster
- Planning and facilitating options with clients to meet each young person's needs
- Providing emotional and practical support

Young people may exhibit trauma, behavioural and other issues or challenging interpersonal skills – these are incredibly rewarding positions that can make a difference to a young person's future.

#### To apply:

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

Applications close at 9.00 am on Monday 3 May 2021.

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

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## 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 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.

- Try using our Selection Criteria template on our website for assistance
- 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. (Try using our Selection Criteria Template – available on our website)
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>	Residential Youth Worker
<b>Responsible to:</b>	SHS Team Leader – Orange
<b>Program:</b>	Veritas House Crisis Accommodation Service
<b>Location:</b>	Orange
<b>Relevant Awards:</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Classification:</b>	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, Cert IV in Youth Work or similar, Diploma in Youth work or similar, and progress towards tertiary qualifications
- Current First Aid Certificate

### 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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## **Authenticity**

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### **Primary objective of the position:**

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 Case Worker, SHS Team Leader, Casual Residential Workers, Administrators, Executive Officers 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, both within SHS and the wider Veritas House 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.
- Contribute to the SHS team developing strong collaborative partnerships and clear protocols with agencies and other external stakeholders;
- 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.

## **2. Program Outcomes**

- Provide case work & 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.

## **3. Service Delivery**

- All staff are to support 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;
- Willingness to take young people grocery shopping to meet the resource needs of the program;
- 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.

## **4. Cultural Sensitivity**

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

## **5. Case Work**

- Create and implement case management plans and have a genuine commitment to achieving outcomes with 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 Team Leader and HEI Operations Manager;
- 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.

## **6. Accountability**

- Accept 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 Organisation;
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.

## **7. 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 Team Leader and have training approved prior to booking or attending the training;
- 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.

## **8. 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.

## **9. 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;
- At all times demonstrate a commitment to the Staff Code of Conduct.
- Comply with all relevant legislation

## **10. 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;

## **11. Other Organisational Requirements**

- Contribute to the promotion of the organisation by networking with interagency partners, business chambers and key stakeholders;
- Work as an active member of the wider Veritas House team assisting in other appropriate tasks as required, or as directed from your Manager;
- 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.

### **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 Executive 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 an Executive Officer.

### **SELECTION CRITERIA**

#### **Essential Criteria:**

1. Minimum Certificate IV in Youth Work, Social Work, Community Services or similar & enrolled in a Diploma, OR Diploma OR Degree 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

#### **Desired Criteria**

1. Previous experience working in a Youth Homelessness Service is highly desirable, but not essential