



# Information Package

## Team Leader, Youth Specialist Homelessness Service

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 Out of Home Care), Youth Specialist Homelessness Services (SHS), Case Management Support Services (CMSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP), Supported Independent Living (SIL), Transitional 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 Bathurst, Orange and Dubbo. 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, 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

### Team Leader, Youth Specialist Homelessness Service

#### About Us

Veritas House is a vibrant not for profit community-based organisation with a specific focus on supporting vulnerable children, young people and their families in the Bathurst and Orange areas.

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.

#### About the role

Due to an internal career movement, we have an exciting opportunity for an experienced Team Leader to join us, or a great career step for someone ready to lead a committed team.

This is a permanent, full-time position, based in Orange, NSW.

The Team Leader is responsible for providing day-to-day supervision and support to staff to provide effective, flexible and sustainable accommodation options and case management to vulnerable young people:

- Lead, support and mentor the specialist homelessness team to achieve the best outcomes for young people accessing the service
- Undertake a limited amount of direct case work
- Establish and maintain strong collaborative relationships with other services & the community
- Ensure compliance with relevant guidelines, systems and procedures.

Salary and conditions in accordance with SCHCADS Award, Level 7, and we offer more:

- a dynamic, committed and friendly team of colleagues
- amazing training and the chance to grow your skillset
- use of a work vehicle for all your work-related travel
- salary packaging to minimise the tax you pay
- additional leave after your first 6 months
- corporate gym membership rates.

#### Essential Criteria

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!

1. Minimum diploma level qualifications in Community Services, Youth Work or similar along with experience working with children and young people;
2. Demonstrated experience in staff supervision, leading a team and providing case management support to staff;
3. Demonstrated understanding of Child Protection Legislation and Regulation, including knowledge of the NSW Keep Them Safe Initiative and the employer's role as a Mandatory Reporter;
4. High level communication skills including written (eg. writing documents, reports and file notes, contributing to funding submissions), and verbal (eg. listening, interviewing, negotiating, advocacy);
5. Demonstrated ability to solve problems and deal with extraordinary and difficult circumstances, including aggressive or distressed people;
6. Demonstrated ability to network with a variety of government departments and non-government organisations to advocate on behalf of young people.
7. Experience working within youth accommodation services or with accommodation service providers (desired).

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, 3 May 2021**

To apply, prepare a resume and a cover letter that addresses the selection criteria. Then send your resume and cover letter to [employment@veritashouse.org.au](mailto:employment@veritashouse.org.au)

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

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

## Position Description

<b>Position Title:</b>	SHS Team Leader
<b>Responsible to:</b>	Operations Manager – Homelessness and Earlier Intervention
<b>Program:</b>	Youth Specialist Homeless Services (SHS) & Homeless Youth Assistance Program (HYAP)
<b>Location:</b>	Orange
<b>Relevant Award:</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Classification:</b>	Community Services Employee – Level 7.1 - 7.3

### Requirements:

- Current, clear Working with children Check;
- Satisfactory criminal record check;
- Current unrestricted NSW drivers licence.

### 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.

- **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.

### Primary Objective of the Position

This position oversees the provision of Specialist Homelessness Services (SHS), and Homeless Youth Assistance Program (HYAP) by Veritas House in Bathurst and Orange, NSW. The Team Leader provides support to staff to provide effective, flexible accommodation, support and case management services that are consistent with evidence-based practice.

The Team Leader will be expected to undertake a limited amount of direct work, and will participate in case conferences and case review meetings to ensure that young people receive services that meet their needs and staff receive the support they need to develop and flourish in their careers.

The Team Leader also establishes and maintains collaborative relationships with a wide range of specialist and mainstream youth services to improve outcomes for young people.

### **Working Relationships Internal /External**

- Our Clients
- All staff and volunteers of Veritas House
- Department of Communities and Justice
- Local community and service providers

### **Decision Making and Accountability:**

- Reports to and receives general direction from the Operations Manager
- Operates within Veritas House policies and procedures and service guidelines
- Ensures that the service is provided with particular sensitivity to the individual and cultural needs of the client
- Works within the law and funding agreement guidelines and conducts them self in a professional and ethical way
- Able to authorise expenditure, within budget and schedule of delegations.

### **Key Result Areas:**

#### **1. Manage relationships with the community and other community services**

*Outcome: Community services networks and relationships are developed, maintained and enhanced.*

- Develop effective networks and partnerships with local community groups, agencies, services, organisations and government departments to ensure client access to relevant services that meet their needs;
- Coordinate the team's involvement in key networks and meetings and support staff to develop networks and partnerships;
- Maintain up to date knowledge of relevant services, support agencies and initiatives available to children, young people and their families. Promote the availability of services and resources to children, young people and their families;
- Promote the services and needs of our clients to the local community and services.

#### **2. Case Management**

*Outcome: Clients are provided with a holistic service that is relevant and enables them to make informed choices.*

- Oversee and support the case management practice of the SHS and HYAP team;
- Support management and staff in the overall case management of clients in SHS and HYAP Programs;
- Ensure staff conduct adequate screening and assessment for all potential clients of the services; including gathering information, identifying and assessing risk and the capacity of the service to meet the needs of the client;
- Ensure staff conduct adequate planning for individual cases; including negotiating short and long term goals and expectations, facilitating access to resources and other services and securing client commitment to the process;
- Provide high level liaison and advocacy, counselling and referral with and on behalf of clients;
- Address higher-level and contentious cases (e.g. ROSH, complaints, high-level behaviour management etc.) referred up by other staff, including staff in the process as a development activity;
- Develop and maintain strong working relationships with key partners and referral agencies and facilitating access to those services;

- Review cases with Case Work staff and evaluate case management, identifying barriers to progress and developing new strategies where appropriate.

### **3. Lead the team**

*Outcome: Core business is achieved by trained and effective staff*

- Provide leadership, support and supervision to foster a highly skilled cooperative team with a strong client focus;
- Coordinate and facilitate team meetings;
- Support reflective practice and continuous improvement;
- Work with the Operations Manager and People and Culture to actively manage the recruitment, induction, training, performance management and staffing levels of the services;
- Provide ongoing and immediate feedback to staff and facilitate formal feedback and reviews;
- Ensure rosters, holidays and relief / support shifts are adequately projected ahead and ensure on call-staff are available at rostered times;
- Support professional development opportunities for staff by assessing development needs of individuals and the team as a whole, identifying appropriate opportunities and managing the training budget;
- Oversee the application of Veritas House policies and procedures;
- Ensure appropriate record and file keeping in accordance with principles of confidentiality and evidence-based practice.

### **4. Service Development**

*Outcome: The services are developed to ensure quality client and organisation outcomes in accordance with the Service Agreement.*

- Assist the Operations Manager with preparation of annual budgets for SHS & HYAP;
- Ensure the programs are compliant with the requirements of the Service Agreements, Quality Assurance Systems and policies and procedures of Veritas House;
- Contribute to the development, administration and continuous improvement of operational policies and administrative tasks, systems and processes for the effective operation of the services;
- Collect, record, review, report on and store client information ensuring compliance with client confidentiality, privacy, conflict of interest and other related policies;
- Participate in service monitoring, review and planning.

### **5. Develop, record and evaluate**

*Outcome: Service performance and client satisfaction is monitored to assist in continual improvement of the service and the organisation.*

- Assist the Operations Manager in the development and implementation of strategic and operational plans aimed at ensuring the effectiveness of the services and compliance with service agreements;
- Contribute to the development and maintenance of strategies to provide service to isolated communities;
- Keep abreast of information, resources and research in the area of children and young people and in particular current laws in relation to youth homelessness;
- Under the direction of the Operations Manager, comply with all funder reporting requirements for program components (including data collection), and ensure effective mechanisms are in place to review the program performance including:
  - Developing new and reviewing existing policies and procedures relevant to team operations;
  - Completing regular and requested reporting requirements for funding bodies including though not restricted to monthly reports;
  - Ensuring agreed, sound feedback and monitoring processes are in place;
  - Maintaining contact with and meeting with the key funding bodies where appropriate.

### **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 requested;
- 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.

### **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.

#### **Essential Criteria**

1. Minimum diploma level qualifications in Community Services, Youth Work or similar along with experience working with children and young people;
2. Demonstrated experience in staff supervision, leading a team and providing case management support to staff;
3. Demonstrated understanding of Child Protection Legislation and Regulation, including knowledge of the NSW Keep Them Safe Initiative and the employer's role as a Mandatory Reporter;
4. High level communication skills including written (eg. writing documents, reports and file notes, contributing to funding submissions), and verbal ( eg. listening, interviewing, negotiating, advocacy);
5. Demonstrated ability to solve problems and deal with extraordinary and difficult circumstances, including aggressive or distressed people;
6. Demonstrated ability to network with a variety of government departments and non-government organisations to advocate on behalf of young people.
7. Experience working within youth accommodation services or with accommodation service providers. (desired)