



## 1. Identifying Data

**Position Title:** Y Housing Youth Support Worker  
**Status:** Fulltime, 35 hours a week (subject to ongoing funding)  
**Location:** Y Housing – Sutherland / St George  
**Reports to:** Housing Manager

## 2. Principle Functions:

To assist young people young people who are homeless or at risk of homelessness through broad and flexible service models.

## 3. Academic Qualifications and Licences

- Qualifications in Social Science, Humanities or other relevant disciplines and/or relevant experience.

## 4. Selection Criteria

### Essential

- Experience in youth service delivery particularly in youth accommodation services and youth social issues
- Demonstrated skills in case work and case management
- Excellent time management and organisational skills
- Ability to work with a diverse range of clients
- Groupwork skills
- Understanding of WHS requirements
- High level of written and oral communication
- Computer Literacy
- Drivers Licence and own vehicle.
- Current Working with Children's Check

### Desirable

- Current First Aid certificate
- Experience being on the call after hours

## 5. Hours of Work

35 Hours per week with flexibility to meet client needs and cover the service opening hours.

## 6. Salary

Social, Community, Home Care and Disability Services Industry Award Level 4 - Paypoint dependent on experience.

## 7. Additional Conditions

Salary Packaging is available following successful completion of the probationary period.

- Participation in regular supervision with the Housing Manager.
- Participation in regular team meetings and in monthly organisational staff meetings
- Participation in supporting drop in and outreach as rostered
- Participation in awareness raising community events and assistance in organising events

Project Youth is committed to ensuring that the working environment is one free from discrimination and harassment as required under Australian law. Staff are required to treat one another with dignity, courtesy and respect.

Project Youth has a uniform policy and will provide you with a compulsory work uniform, for each day of work, which must be worn. A copy of the uniform policy will be provided to you.

This is a Child-Related Position. Successful applicants shall undergo a Working with Children Check in accordance with the Children and Young Persons (Care and Protection) Act 1998.

## 8. Key Responsibilities:

### 8.1 Participate in direct service delivery and provide timely support, advice, information, and/or referral services to young people at risk who require assistance.

#### **Duties**

- Assist in phone and face to face assessment for young people requesting housing.
- Identify young people's needs and suitability for the Y Housing program.
- Record all necessary data, CIMS extract and board reports monthly.
- Provide information to young people, carers, community members and other services who come into contact with the agency on a range of issues and make appropriate referrals when necessary.
- Work with young people to advocate and ensure they gain access to services and entitlements.
- Participation in and assistance with organising youth / community events, as required.
- Carry a caseload of transitional and external clients
- Conduct ongoing assessments and review of clients' needs and outcomes

### 8.2 Create and Sustain Networks

#### **Duties**

- Participate in relevant forums and training.
- Actively participate in relevant network meetings and represent the organisation

### 8.3 Supported Housing and Early intervention

#### **Duties**

- Management of PY transitional properties.
- Facilitation and management of shared home living environments and tenant participation.
- Processing tenancy referrals, completing assessments
- Negotiating and sustaining tenancies.
- Develop and sustain relationships with First to Know services i.e schools, Centrelink, local police, community centres, other youth services
- Present awareness campaigns to schools and young people, community events, and other services
- Case management of young people requiring support to remain housed in a safe space

### 8.4 Participate in administrative, quality improvement and accountability requirements.

#### **Duties**

- Participate in organisational processes with Housing Manager including monthly supervision, performance appraisals and service planning, evaluation and improvement.
- Attend and participate in staff, team and casework review meetings as required.
- Contribute to and work within PYI policies and procedures.
- Identify needs and opportunity for self-improvement and development.
- Accurately record and contribute to data collection requirements.

### 8.5 Workplace Health and Safety

#### **Duties**

- WHS training, compliance and reporting requirements maintained.
- Ensure safety plans developed in consultation with employees and participants.

- Promote WHS and rehabilitation by example.

### **8.6 Other**

#### **Duties**

- Assist in restocking and maintaining emergency relief cupboard and care packs for new residents.
- Other responsibilities as directed