

JOB DESCRIPTION



We believe in young people.

1. **TITLE OF POSITION:** Case Worker
2. **CLASSIFICATION LEVEL:** Level 1.1
Social, Community, Home Care and Disability Services Award
3. **SECTION / PROGRAM:** Youth110

4. POSITION OBJECTIVES:

a **Objectives of position**

Youth 110 case worker is a position that provides an opportunity to participate in the unique model of responding to young people who are in crisis and experiencing homelessness in the city of Adelaide at youth110. The role will be both exciting and challenging, and incorporates the significant changes to practice, including in the way we provide services to young people, and working within the Youth Crisis Accommodation team.

The Youth Crisis Accommodation is located within the UNO community. A commitment to build a shared culture has been established with the shared UNO Vision "UNO is a thriving community", this position will be actively involved in bringing this vision to life in an ongoing journey with all partners and all community.

b **Within Crisis Accommodation**

Provide an environment of care to enhance the social and living skills of young people that meets their physical, emotional and developmental needs.

Contribute to the delivery of services to young people that facilitate their development and progression towards:

- Meeting young people Stay Strong Plan goals
 - age appropriate independent living
 - crisis interventions
 - Implementing therapeutic approaches in practice
 - Personal growth, community involvement, social and recreational activities.
- age appropriate independent living
 - long term independent accommodation
 - vocation, education and training opportunities

REQUIREMENTS FOR THE JOB:

a **Skills required:**

- Ability to deliver Case Work
- House-keeping (budgeting, cooking, cleaning)

- Ability to communicate effectively, verbally and in writing
- Ability to work within a Team environment
- Interpersonal skills

b Knowledge required:

- Knowledge of the principles of case work
- Knowledge of adolescent and family development principles
- Knowledge of cultural issues, including Aboriginal and Torres Strait Islanders, LGBTIQ and CALD, in service delivery
- Knowledge of communication techniques with young people and children
- Knowledge and understanding of the key issues pertaining to homelessness
- Knowledge and understanding of community issues related to the needs of young people and children
- Knowledge of the Children’s Protection Act 1993
- Knowledge of the Children and Young People (Safety) Act 2017

Experience and/or qualifications and/or training:

Required:

- Degree in Social Work or allied profession desirable
- Senior First Aid Certificate
- Driver’s License
- Current Department of Human Services Vulnerable Persons and Child Related Screening
- A satisfactory completion of the statutory psychological suitability assessment (PSA). For further information visit www.psychcheck.com.au/services/psychological-suitability-screening
- Current Child Safe Environment Certificate

Desirable:

- Extensive experience in community services or related field
- Experience working with young people

6. RESPONSIBILITIES AND DUTIES

6.1 Service Provision:

Maintain an appropriate level of care and safety of young people and children by:

- being cognisant of St John’s Youth Services and partner priorities, objectives and policies in areas such as client rights and social justice
- providing a safe and caring living environment for young people and children
- undertaking case co-ordination and liaison with other services as defined within the Stay Strong Plan appropriate in conjunction with the team
- providing direction to young people in accordance with an Advantage Thinking approach to behaviour management

- escorting and supporting young people attending relevant appointments where necessary and appropriate
- prepare apartments in readiness for young people's entrance to youth110

Enhance the social and living skills of young people at the Youth Crisis Accommodation Service to facilitate their transition to appropriate independent accommodation by:

- modelling appropriate behaviour
- supporting young people to maintain their apartment to a tenancy level of expectations
- advocating for, and referring young people to those services appropriate to their needs
- promote and encourage positive relationships with parents, family members and other persons significant to their wellbeing in the community
- develop and implement with young people activities which introduce practical living skills, how to settle disputes without violence, how to make choices and decisions and how to take responsibility for their actions
- provide opportunities for young people to experience success, realise their full potential and facilitate an increased awareness of opportunities

Recognise and maintain the rights of young people by:

- ensuring the provision of, and access to services free from discrimination
- ensuring the young person maintains adequate nutrition and clothing
- providing care, guidance, support and supervision in a respectful and appropriate manner
- Provide an unbiased consideration of young people's opinions and wishes and protection from physical and emotional harm and exploitation
- Demonstrating respect and understanding regarding young people's cultural, religious and sexual characteristics

Ensure the safe, efficient, hygienic and comfortable running of the service by:

- Supporting young people to prepare nutritious meals where appropriate.
- Maintaining a high level cleanliness in the service, including the cleaning and preparation of vacated rooms, the routine cleaning of employee facilities
- Undertaking minor maintenance as appropriate as soon as possible, or reporting maintenance problems to the Crisis Accommodation Manager or Unison as appropriate

6.2 Professional:

Assess and respond to the individual needs of young people in the service to increase their chances of progress and development towards independence by:

- Supporting and implementing strategies as defined in Stay Strong Plan
- Acting as a source of information to young people using the service
- Sensitively obtaining information from young people about their present situation, for example health, education, family or cultural background
- Reporting (both written and oral) on observations and assessments of the young person's circumstances to facilitate the development of a plan which addresses their specific needs.
- Participating in relevant panels and conferences for young people, and advocating for their involvement
- Provide support and counselling to young people where needed

Contribute to the delivery of activities and services that facilitate development and progression towards independence by:

- Participating, with other employee, key professional and inter-agency personnel, in the planning, implementation and monitoring of a young person's program
- Encouraging and advocating for a young person's involvement in educational, vocational and recreational activities at an inter-agency level and within the community
- Actively participating in, and modelling a range of activities and living skills programs with young people as facilitated by St John's Youth Services

Participate in the maintenance and the development of the service's objectives by:

- Actively participating in regular employee meetings
- Providing verbal and written reports
- Contributing to the evaluation and assessment of service programs and processes
- Participating in those activities which aim to enhance team cohesion
- Actively participate in the Cultural Capability learning program

Participate in supervision and undertake relevant employee training and development courses.

6.3 Administration:

Responsible for day-to-day recording of household activities and young people's information by:

- Ensuring the correct recording of information on progress toward goals in case plan and h2H
- Making entries to client files to record relevant confidential information
- Recording incidents, service delivery issues and relevant events in the log book, recording petty cash expenditure as it occurs
- Participating in the recording of data

7. ORGANISATIONAL RELATIONSHIPS

Responsible, and reports directly to, the Practice Manager, and is accountable to the General Manager (GM).

Is directed by Case Manager in relation to the support and implementation of Stay Strong Plans

8. EXTENT OF AUTHORITY

Able to purchase goods within the procedures for the service as authorised by the GM including:

- using the household cash float for client expenses as appropriate
- service vehicle costs on the fuel card
- purchasing household goods to replace worn or missing items, for example light globes

9. SPECIAL CONDITIONS

Crisis Accommodation is a 24/7 facility therefore shift work applies. On-call duties for filling of shifts may be required.

Name:

Signature:

Date:.....

Approved by: Nicole Chaplin

CEO | St John’s Youth Services