



## Position Description

### Housing and Homelessness Youth Worker

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<b>Location</b>	Housing & Homelessness Service Centres (Gladstone or Rockhampton)
<b>Department</b>	Housing and Homelessness Services
<b>Award</b>	Social, Community, Homecare & Disability Services Industry Award
<b>Classification</b>	As per employment contract
<b>Employment Status</b>	As per employment contract

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## POSITION SUMMARY

The position of Housing and Homelessness Youth Worker is responsible for the general operation of our shelters including supervision and support of young people accessing our services. This position will be required to assist with crisis and behaviour management, case management, client personal development activities and other programs to assist with independence and personal growth of young people. This position will contribute to the operation of several funded programs within the housing and homelessness team. These include the following:

**Jack's House** (Rockhampton) is a Department of Communities funded crisis accommodation shelter for young people aged 16-19 who are homeless or at risk of homelessness. The role of Youth Worker comprises of evening and weekend shifts.

**Roseberry House** (Gladstone) is a Department of Communities funded crisis accommodation shelter for young people aged 16-25 who are homeless or at risk of homelessness. The role of Youth Worker comprises of evening and weekend shifts.

**Crisis Accommodation Program (CAP)** is a Department of Communities funded program which provides supported crisis accommodation units. Youth Workers assist young people to achieve independent, long-term housing. Accommodation in CAP units is short term. Support visits are usually an hour in duration twice a week. Support given depends on the goals outlined in each case management plan, and includes independent living skills – cooking, cleaning, budgeting, assistance to gain independent long-term housing, through the Adaptable Living Program.

**Mobile Support** provides individualised support to young people aged 16-25 who are living independently in Gladstone and Rockhampton. The program aims to provide practical support for the emotional well-being of the young person. As well as guiding young people to maintain and sustain their tenancies. This includes referrals to appropriate service, information provision, advocacy, transport to appointments and practical assistance. This unique service also provides a program called the Adaptable Living Program, the aim of the

program is to assist young people living independently to sustain and maintain their accommodation to reduce the cycle of homelessness.

**Key Responsibilities/Outcomes:**

- Develop and facilitate programming options that will enable engagement with young people and the ability to build a rapport with clients;
- Ensure that confidential records are maintained and that case management practices within the team are of a high standard and reflect client’s identified needs;
- Maintain awareness and knowledge to recognise signs of trauma and abuse;
- Make appropriate referrals either within RQ or externally;
- Supervise, case manage and appropriately manage conflict between/for up to 6 clients daily to ensure guidelines are adhered to – this includes household chore program e.g. cooking and cleaning rosters, nutritional menu planning, shopping etc.;
- Respond immediately to initial contacts/referrals concerning young people;
- Ensure that the service is accessible and culturally appropriate for all target groups, particularly for Aboriginal and Torres Strait Islander young people and young people from culturally and linguistically diverse backgrounds;
- Actively work to enhance the dignity, self esteem and independence of young people with a focus on individual needs;
- Respond to the particular issues concerning young people in the community by collecting, developing and providing information and resources to family members;
- Assist young people to attend essential appointments and provide practical support for the emotional well-being of young people living in the shelter including budgeting, shopping, self-care etc;
- Motivate young people to assist them to enhance their independent living skills – this includes education, employment and training opportunities, access to safe and secure accommodation options and life skills development and other community services;
- Advocate for clients where appropriate;
- Ensure that a fair and impartial complaint’s process is available to clients;
- Enact Duty of Care responsibilities;
- Participate in recreational outings with young people.
- This role does include cleaning duties, driving of a mini bus to transport clients and may involve the management of challenging behaviours occasionally demonstrated by young people.
- Other duties as required

**Relationships**

The position holder will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent Roseberry Qld to the public, community, government, and other organisations to ensure links are maintained to optimise service delivery to clients, and promote community awareness of issues affecting young people.

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<b>Reports To:</b>	Housing and Homelessness Manager
<b>Indirect Reports to:</b>	Nil
<b>Internal Relationships</b>	Roseberry Qld Staff Housing and Homelessness Team
<b>External Relationships</b>	Other external partners, vendors, providers and key stakeholders

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## Selection Criteria

### Essential

- Youth Work qualification and/or Behavioural/Social Science degree would be viewed favourably;
- A good understanding of the issues causing homelessness for young people and the resultant issues; and an ability to provide appropriate services to address these issues in accordance with the service agreements and organisational policies.
- High level administrative skills, including high level computer literacy with experience in word processing and Data Base use and the ability to write and maintain client related documentation.
- Demonstrated experience in working with young people including providing support to young people who are homeless or at risk of homelessness;
- Demonstrated understanding of casework principles for young people and the ability to translate this into practice

### Personal Attributes

- High levels of professionalism, confidentiality and discretion.
- The ability to work independently and be a positive and collaborative team player.
- Strong leadership & mentoring skills.
- Role model socially acceptable behaviour and manage challenging behaviours
- Adaptability and flexibility to changing work environments and requirements.
- well-developed planning, time management and organisational skills
- well-developed interpersonal and oral communication skills including the ability to engage with a range of people including young people, colleagues, other agencies, government officers and other stakeholders.

## WORKPLACE POLICIES AND PRACTICES

All employees and contractors are required to familiarise themselves with the organisation's policies and procedures and to abide by them at all times.

The position holder must also:

- Maintain a current check for working with young people, as per the relevant state legislation.
- Undergo a current and satisfactory Police Check.
- Maintain a current driver's licence
- Maintain a current First Aid Certificate
- Participate in annual individual performance reviews and professional development planning.
- Have some flexibility to travel, and to work after hours (including weekends and evenings).

**Approved By**

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Michelle Coats

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**Date Approved**

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2/6/2022

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