

SENIOR YOUTH SUPPORT WORKER - POSITION DESCRIPTION

POSITION TITLE: Senior Youth Support Worker

PROGRAM AREA: Homeless Support Services

REPORTING TO: Team Leader - Client Services

LOCATED: 1,2-10 Harrow Street, Box Hill, 3128

DATE: April 2025

ORGANISATIONAL OVERVIEW:

Family Access Network (FAN) has been making a difference in young people lives since 1981 and is committed to responding to the diverse needs of homeless and at-risk young people, young families, and children.

FAN is underpinned by a strong client focused, strengths-based approach that seeks to maximise positive outcomes for young people through timely intervention and strategic responses. FAN provides a range of services for young people, young families and accompanying children who are experiencing or at risk of homelessness, family violence and social isolation including:

- Homeless Support Services, incorporating
 - Transitional Support Program case management
 - Private Rental Brokerage Program
 - Housing Establishment Fund
- Pathways to Resilience – Family Violence Therapeutic Intervention for LGBTIQ Young People
- Talking with Pride – LGBTIQ Family Violence Therapeutic Group
- Creative Arts Therapy - Mental Health Support and Recovery for young people
- Pride in Place- Housing and homelessness support for LGBTQIA+ folk
- Volunteer Program – Lead Tenants

POSITION OVERVIEW:

The Senior Youth Support Worker is a key member of the Client Services Team, responsible for delivering comprehensive case management to young people, young families, and accompanying children experiencing or at risk of homelessness. This role involves supervising and mentoring a small team, ensuring high-quality service delivery across various programs, including support for young families, children, and LGBTIQ+ young people.

ROLE AND ACCOUNTABILITIES

Service Delivery

1. Manage a small caseload of clients, offering direct case management support as needed across transitional housing, interim responses, Housing Establishment Fund (HEF), and the Private Rental Brokerage Program.
2. Receive and respond to requests and referrals, undertake thorough assessments of potential clients referred to FAN including internal referrals.
3. Pro-actively assist clients to access appropriate accommodation options to meet their needs. This includes working with clients from homelessness through to private rental/public housing or other outcomes.
4. Establish goals, develop, and review support plans and monitor progress towards identified outcomes in conjunction with clients.
5. Use a case management approach with clients, guided by client centred practice and maintain thorough and compliant data, case and client records.
6. Assist young people secure and establish private rental accommodation.
7. Adopt a strengths-based, trauma-informed, and client-centred approach in all aspects of service delivery.
8. Facilitate positive outcomes for clients through the provision of information, support, and advocacy.
9. Develop and maintain positive working relationships with colleagues at FAN and relevant services within the homelessness and related service system.
10. Maintain liaison and referral processes with Opening Doors, THM's, generalist and specialist youth, family and children's services, family violence and other relevant organisations in the sector and the community consistent with the presenting needs of clients.
11. Assist implementation of other programs and workshops when required.
12. Perform a range of administrative and operational tasks relevant to the position, working collaboratively within a team, including data recording and report writing.
13. Ensure the maintenance of accurate data, reporting, and accountability systems, including internal and external reporting to Management, the Board, partner agencies, and funding bodies, while upholding high standards of accountability, confidentiality, and efficiency.

Leadership

1. Support the Team Leader of Client Services with overseeing daily operations of the organisation, ensuring high-quality service delivery, and providing guidance and assistance to staff as needed.
2. Provide coaching and secondary consultations to staff to enhance client outcomes.
3. Provide supervision and support to staff in accordance with FAN policies, as required in the absence of the Team Leader.
4. Ensure all legal, funder, and statutory requirements are met, including incidents, reportable conduct, and mandatory reporting (child safety), while fostering a culture of identifying and appropriately managing risks.

5. Provide support to the Team Leader of Client Services with recruitment, induction and onboarding of new staff members and students.
6. Contribute to the organisation reporting requirements, by compiling accurate data, providing insightful analysis, and ensuring timely submission of reports to meet internal and external requirements.

Continuous Quality Improvement

1. Participation and contribution to the FAN portfolio initiative, program reviews and the development of funding/growth opportunities for FAN.
2. Contribute to public awareness through research, partnership, and community projects, exploring funding and related projects consistent with the current and emerging client needs.
3. Ensure all work is undertaken in accordance with Family Access network policies and guidelines, service procedures and requirements set by funding bodies including occupational health and safety policies and procedures.
4. Assist the Team Leader to provide oversight of the MARAM implementation across the organisation.

Key Selection Criteria

Applicants **must** address the following selection criteria to support their application:

1. An understanding of the underlying causes of homelessness and the social justice principles reflected in contemporary practice and articulated in sector frameworks and reforms.
2. Knowledge and understanding of issues confronting young people, LGBTIQ+ young people and young families and accompanying children experiencing or at risk of homelessness.
3. Experience in service delivery through demonstrated case management practice, ideally in the homelessness service system, incorporating effective intervention methods to maximise positive client outcomes.
4. Capacity to manage a varied workload and prioritise tasks to meet deadlines and accountability requirements in both written and oral form within and external to FAN.
5. Experience and/or knowledge in program or project planning
6. Demonstrated ability to function effectively within a team environment, including preparedness to resource and work alongside volunteers and students.
7. Ability to work in a variety of communication mediums and technologies and proficient in preparing reports, analysing data and trends and contributing to organisation practice reflection, program developments and enhancements.
8. Bachelor's degree in a relevant field.
9. Hold a full driver's licence.

QUALIFICATIONS/EXPERIENCE:

It is expected the successful applicant will:

- Possess a bachelor's degree in social work/Youth Work/Community Services or other relevant tertiary qualification.
- Have advanced specialist knowledge and interest in homelessness.
- Demonstrate specific skills/knowledge in supporting young people, families and accompanying children at risk.

- Have a minimum of three years' experience in homelessness or related sector
- Be required to have a full driver's license.

REPORTING RELATIONSHIPS:

Senior Support Worker will report to the Team Leader - Client Services.

SALARY AND CONDITIONS OF SERVICE:

Salary will be paid as per the Social Community Housing & Disability Services (SCHADS) Award, according to experience and qualifications with additional employee benefits including access to salary packaging.

Pre- Employment Requirement

Satisfactory completion of National Police Records Check and Working with Children Check

REPORTING RELATIONSHIPS:

This position reports to the Team Leader Client Services

Supervisor's Signature:

Position:

Date:

Employee's Signature:

Position:

Date: