

Position Description

Position Title	Youth Homelessness Services Development Officer
Physical Location	Mount Gambier, South Australia
Geographical Responsibilities	Limestone Coast
Classification Level	Relevant SCHaDS Award - TBC
Reports To	Manager, Out-of-Home Care
People Management	No direct reporting requirements
Reviewed	January 2020

POSITION SPECIFICATION

At ac.care we want all country people to have a safe home, enough money to live on and strong, positive relationships. With over 200 staff we provide a range of services for country South Australian communities the Adelaide Hills, Limestone Coast, Murraylands and Riverland.

We are a non-government organisation (NGO) and our values (CARE - Compassion, Adaptability, Relationships, Excellence) underpin the work we do. Together, as one team we CARE and can continue to enrich the lives of country South Australians.

Purpose of the position

The Youth Homelessness Services Development Officer is a new role within ac.care's Mount Gambier team. You will have a key role to play in helping achieve ac.care's objective of offering young people at risk of becoming homeless the opportunity to fulfil their potential and move towards an independent and positive future. The successful incumbent will work closely with the Manager, Out-of-Home Care, other team leaders and staff as well as representatives from other non-government organisations as well as state and local government agencies.

You will coordinate and lead the successful scoping, design, delivery and evaluation of youth homelessness prevention initiatives for young people with a rural context who are exiting the statutory care system or the juvenile justice system on the Limestone Coast.

This will be achieved through an action research project, including daily case management using an intensive support model for a small number of young people who are homeless or at risk of becoming homeless. This case load will support young people to build their connection within the local community and assist them to develop the skills to transition to long-term independent housing.

Case management will also serve as an access point to map out regional networks, client pathways and develop new and innovative solutions for young people facing homelessness. Therefore, in addition to directly supporting young people, you will undertake research and present findings that that will support ac.care to bid and secure contracts with local and state government for vital support

services to young people.

Special Conditions

- The position will be based within ac.care's Mount Gambier office, and will involve some inter and intra-state travel.
- Out of hours work including travel involving overnight absences will be required
- Current SA driver's license 'Class C' or interstate equivalent
- Current Satisfactory Working with Children Check (WWCC) or willingness to obtain in accordance with ac.care policy.
- Child Safe Environment Certificate or willingness to obtain in accordance with ac.care policy.
- Current HLTAID004 Provide an emergency first aid response in an education and care setting including anaphylaxis and asthma management certificate or willingness to obtain in accordance with ac.care policy.

Key Responsibilities

To drive and implement the organisational strategic agenda to achieve outcomes. This includes:

Strategy

- Support the ac.care team and service colleagues to research and design innovative solutions for young people experiencing, or at risk of, homelessness in the region;
- Identify gaps and opportunities for improving for the range of referral pathways available for young people who are at risk of homelessness in the region;
- Contribute to the effective implementation of ac.care strategy as it guides both ac.care and its work with vulnerable young people; and
- Support the coordination and submission of bids and tenders to local government and state government to improve ac.care's capacity to respond to the needs of vulnerable young people in the region;

Leadership

- Responsible for the day-to-day case management for a small number of clients;
- Work collaboratively, developing respectful and compassionate relationships with internal and external stakeholders to deliver high quality outcomes for clients.
- Liaise and negotiate with other non-government agencies in the region in order to secure service outcomes for young people who are at risk of homelessness, and particularly young people who are exiting out-of-home care;
- Manage a portfolio of new service development opportunities, leading the identification of new opportunities, undertaking scoping research and delivering local needs analysis;
- Complete initial appraisal and briefing notes for new funding opportunities; and
- Supports drafting and review of tender and funding responses;

Cultural

- Actively promote and role model the ac.care values of Compassion, Adaptability, Relationships and Excellence and contribute to positive organisational change, effective communication and continuous improvement at ac.care.

- Work effectively with the Manager and other members as part of 'one ac.care team'.
- Communicate effectively with a broad range of people and families from a variety of backgrounds including vulnerable communities.
- Assist with planning and facilitating the inclusion of children with additional needs, including children with disabilities, children with complex health support needs, Aboriginal children and children from culturally and linguistically diverse backgrounds

Continual Improvement

- Continuously develop the role to ensure that all tasks are being undertaken in an effective and appropriate manner which meets the strategic aims and objectives of ac.care;
- Participate in internal/external meetings as required, and attend training events, conferences and other functions as necessary;
- Participate in regular supervision, support audit requirements and appraisals, and help in identifying your own job-related development and training needs;
- Contribute to, and be supportive of, young people's involvement in ac.care services and in all levels of relevant decision making throughout the organization;
- Ensure that all relevant ac.care policies and procedures are being adhered to, particularly those relating to Health and Safety, Code of Conduct and Confidentiality;
- Provide specialist advice and reporting on relevant issues to senior management;
- Keeping accurate and appropriate documentation in accordance with program and funding body requirements; and
- Undertake the role in a professional manner, maintaining a high-quality standard of work, and to always work in accordance with the aims, values and ethos of ac.care;

Capability Development

- Demonstrating a genuine interest in the needs of children and their families through the provision of quality care which reflects an awareness of the safety and wellbeing of each child in a respectful, supportive, equitable and inclusive manner;
- Facilitate access to education and training for clients in line with their case plan and goals;
- Actively provide each child individual attention and comfort as required;
- Ensure the quality of service through active participation in supervision and training, to ensure services provided are ethical, of a high standard and fulfil the requirements of the funding body;
- Contribute to the development of self-reflective practices that build understanding of individual cases for the best possible outcome of each client;
- Promote and contribute to an environment of continuous learning and improvement through coaching and mentoring of clients and other staff, as required (e.g. building awareness of accountability, legal liability and duty of care to children)

2 Other duties as directed.

- Perform other duties allocated appropriate to position and organisational needs, and to undertake any relevant task as directed by the Manager, Out-of-Home Care as part of the employer/employee relationship within the scope of the role

PERSON SPECIFICATION

Selection criteria – essential

- Experience working with and alongside children and young people, particularly young people in out-of-home care and young people who are at risk of homelessness;
- Knowledge of the statutory child protection and out-of-home care system;
- Knowledge of the range of issues that place young people at risk of experiencing homelessness;
- Experience working within a community development and community capacity developing framework / paradigm;
- Experience of designing and developing ideas and solutions to address social problems;
- Delivery of outputs and outcomes in a deadline driven work environment;
- Experience in conducting research and needs analyses to inform and strengthen business opportunities.
- Interpersonal and relationship building skills, able to manage relationships across a number of internal colleagues and external agency representatives;
- Demonstrated use of self-reflective practices that build the ability to identify and manage own emotional responses to children, parents and guardians seeking services;
- Experience working in service and program development and service innovation environments that seek to provide responsive services for vulnerable young people;
- High degree of competence in MS Word, Excel, PowerPoint and databases;

Selection criteria – highly regarded

- Educated to degree level or equivalent; Social Work, Social Sciences or Community Services;
- Experience in conducting research and needs analyses to inform and strengthen business opportunities;
- Experience / awareness of income generation in the non-government, non-profit sector;
- Significant experience of government/non-government sector contracting and commissioning for social services or housing or homelessness or children's services;
- Knowledge of a range of Project Management tools and techniques;
- Knowledge of both the local government and state government commissioning and procurement / contracting environment;
- Experience of project managing bids, tender responses and budgets for government tenders;
- Ability to write about complex issues in clear and concise English;
- Able to work with a high degree of autonomy;
- Experience working with people from culturally and linguistically Diverse (CALD) and Aboriginal and Torres Strait Islander backgrounds

Acceptance

Position holder signature _____

Name (printed) _____

Date _____