

## Position Description –

# Intake, Assessment & Referral Worker, Youth Support Program

Controlled Document

**POSITION TITLE:** Intake, Assessment & Referral Worker, Youth Support Program

**HOURS OF EMPLOYMENT:** 60 hours per fortnight (11.00 am – 5.30 pm)

**AWARD CLASSIFICATION:** Youth Worker Class II

**ACCOUNTABILITY:** This position reports directly to the Dandenong Youth Support Services Manager

**POSITION OBJECTIVES:** To provide intake, assessment, information, and referral to young people (aged 16-25) who are homeless and at risk of homelessness and encourage and facilitate engagement with relevant internal and external programs and services.

### KEY PERFORMANCE INDICATORS:

#### 1. PERSONAL & PROFESSIONAL DEVELOPMENT

*Demonstrated experience and understanding of the need for continuation of both personal and professional development.*

- 1.1 Continually develop both personally and professionally to meet the changing needs of the position, career and industry.
- 1.2 Attend training sessions provided by the organisation and be actively involved in other training or development as required.
- 1.3 Actively participate in Supervision.
- 1.4 Actively participate in the Performance Development process.
- 1.5 Attend all meetings as required and/or directed.

#### 2. COMMUNICATION & INTERPERSONAL SKILLS

*Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.*

- 2.1 Act in a professional manner at all times, including but not limited to punctuality, attendance, cooperation and enthusiasm.
- 2.2 To provide prompt and courteous service to all clients; including colleagues, other departments, other organisations and the community;
- 2.3 Maintain privacy and confidentiality on all issues relating to the organisation, the clients and colleagues;
- 2.4 Practice and promote equity principles to the community, which is diverse in language, culture, religion, intellectual and physical ability;
- 2.5 Personal presentation to reflect the organisation and/or industry standards.

#### 3. ADMINISTRATION & DOCUMENTATION

*Through the use of the organisational processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.*

- 3.1 Ensure that all documentation is accurate and completed in a professional and timely manner.
- 3.2 Coordinate office filing and administration in a professional and orderly manner.

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- 3.3 Maintain all necessary administrative systems as required for the efficient operation of the service, including financial, statistical and client files and databases.
- 3.4 Operate within a budget in accordance with the directions given and authority conferred by WAYSS Management.

## 4. TECHNICAL SKILLS & APPLICATION

*Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.*

- 4.1 Undertake initial assessment of eligibility for WAYSS services.
- 4.2 Assess young people in the context of their community connections, significant others and ability to live independently.
- 4.3 Provide assessment for access to the WAYSS Emergency Youth Accommodation facility during hours of operation.
- 4.4 To identify presenting and immediate housing and support needs of the client.
- 4.5 To assess the client's situation and safety requirements through informed and confidential discussion.
- 4.6 To provide one off interventions which may not require referral or ongoing assistance.
- 4.7 To ensure that the client is informed of all resources/services available through WAYSS programs and to ensure that the client pathways to these resources/services are provided.
- 4.8 To refer, liaise and support the client in accessing appropriate services.
- 4.9 To advocate and liaise, in conjunction with the client, in their dealings with other workers, professionals, agencies, services and other jurisdictions.
- 4.10 To promote the rights, responsibilities and dignity of the client by offering support and assistance in accordance with the policies of WAYSS, service standards and legislation.
- 4.11 To work towards, in conjunction with the client, stable long term housing.
- 4.12 Encourage clients to participate in the implementation of service improvement initiatives.
- 4.13 Complete relevant paperwork and recording in accordance with WAYSS intake procedure
- 4.14 Participate with partnership agencies in the development and delivery of complimentary youth programs including Living and Life Skills Program.
- 4.15 Follow up any issues around inappropriate referrals.
- 4.16 Develop and maintain knowledge of appropriate resources and accommodation options

## 5. TEAMWORK AND COMMUNICATION

*Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of WAYSS.*

- 5.1 Be aware of, and practice according to, WAYSS vision, objectives, core values, strategies, policies and procedures;
- 5.2 Positively promote the organisation both internally and externally;
- 5.3 Work positively within a team to achieve team goals;
- 5.4 Work harmoniously with other team members and/or partnerships to achieve service delivery excellence;
- 5.5 Contribute to a positive organisational culture;
- 5.6 Resolve any workplace conflict in a professional manner in accordance with organisational policy;
- 5.7 Initiate and maintain regular and professional communication with all relevant colleagues and/or management.

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5.8 Liaise with and resource existing services, professionals and networks as appropriate.

## 6. CONTINUOUS IMPROVEMENT

*Commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement activities.*

6.1 Understanding of all relevant legislation & internal policies and procedures that relate to this position and the organisation;

6.2 Adherence to and the promotion of WAYSS Policies and Procedures.

6.3 Participate and contribute to quality improvement programs and other organisational activities to meet Service/Accreditation Standards;

6.4 Participate and contribute in Occupational Health and Safety activities to ensure a safe work environment for clients, community, staff and visitors.

6.5 Participate in programmatic and organisational evaluation.

6.6 Maintain knowledge of sectorial issues, changes and developments.

## LOCATION OF POSITION AND GENERAL RESPONSIBILITIES

All other duties as requested by management, including but not limited to:

- This position may be required to undertake duties at any of WAYSS locations, including Dandenong, Narre Warren, Pakenham, Frankston and Cranbourne.
- Submit time sheets and expense reimbursement on a fortnightly basis.
- Submit leave request forms as required.
- In conjunction with management and peers, assist with the development and implementation of policies and protocols which aim to maximise awareness and service delivery.

## CONDITIONS OF EMPLOYMENT

- Employment and conditions are as per the SACS Award.
- 60 hours per fortnight, Monday to Friday.
- Remuneration is negotiable depending on qualifications and experience.
- Adherence to WAYSS Code of Ethics and Conduct Policy.
- Time in Lieu will be available for any authorised overtime hours worked.
- Employment will be subject to a Police Check.
- Employment, which involves working directly with children, will be subject to a Working with Children Check. Any offer of employment will be subject to the individual being issued a Working with Children Check card and an Assessment Notice. Employment can commence upon presenting to the Human Resource Manager the application receipt as issued by Australia Post. As per WAYSS Working with Children Check policy, employment will be terminated in the event of a Negative Notice being issued.
- The employee must disclose any pre-existing illness or injury as per WAYSS 'Pre-Existing Injury/Disease Declaration Form'.
- This position will remain on a 3-month probationary period from the commencement date.
- At the successful completion of their probationary period, full time staff will have access to a salary-packaging program within FBT limits.

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- A well developed knowledge of housing and homelessness.
- Demonstrated experience, understanding and commitment to the delivery of quality services to the community.
- Demonstrated experience, understanding and commitment to the social and political context of homelessness.
- Knowledge of principles, practice and implementation of Case Management frameworks.
- Relevant qualifications and/or experience
- Excellent customer service skills with a high level of confidence in dealing with people of various backgrounds.
- A highly flexible approach to work and the ability to work well under pressure.
- Ability to work independently and cooperatively as part of a team.
- High level of written, verbal and interpersonal skills and the ability to establish and maintain effective working relationships with a diverse range of stakeholders.
- Computer skills and working knowledge of Microsoft Office.
- Current Victorian Driver's Licence.

**Desirable**

- Senior First Aid (Level 2).

**Endorsed By:**

Employee Name \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Signature \_\_\_\_\_

Manager/Coordinator \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Signature \_\_\_\_\_

Human Resource Manager \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Signature \_\_\_\_\_