

JOB DESCRIPTION

Support/Youth Worker

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting NSW.ACT is responsible for the social justice, community services and chaplaincy work of the Uniting Church in NSW and the ACT.

We provide care and support for people through all ages and stages of life, with a focus on people experiencing disadvantage and vulnerability. Our purpose is to inspire people, enliven communities and confront injustice.

We value diversity and always welcome everyone exactly as they are. We are **one of Australia's largest and most trusted Service Providers for Children, Youth and Family programs** which is made up of a team of **diverse, purpose-led people** who really are making a difference to the world around them.

ABOUT THE ROLE

Role Purpose

This role is responsible for assisting clients who are homeless, or at risk of homelessness to access safe, affordable, and stable accommodation. This includes providing holistic support throughout all facets of the client journey from intake to exit, an inherent requirement of this role is to provide a high standard of advice and support. The Support/Youth Worker will also offer referral to medical services and increase client confidence and self-esteem by supporting them during their time with the service. A key outcome of your position is to assist in enabling clients to overcome barriers which have contributed to their homelessness or risk of homelessness.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the team through the following:

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders.
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre.
- Actively engage and participate in the performance management framework and review processes at Uniting.
- Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour.
- Contribute to a culture of openness, feedback and productivity.

- Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As a Support/Youth Worker, your role specifically will:

- Advocate for client choice, informed decision making and flexibility, to ensure that the voice of the client is heard to support independence, social engagement and quality of life.
- Assist with the intake and assessment of clients. This can include conducting initial safety assessments and introduction to services.
- Provide individual assistance for clients in line with support plans and identified goals.
- Assist with the monitoring and review of case plans with the case manager or coordinator.
- Transport of clients when required.
- Transport and collection of donations when required.
- To provide support to the Case Manager, in the development, implementation and review of individualised case plans for each client, addressing such issues such as living skills, wellbeing needs, interpersonal skills, health, education, training, employment options, social skills, recreational needs, and family relationships.
- Assist with referrals to relevant services, both internal and external.
- Coordinate communication, including answering incoming telephone calls and managing incoming and outgoing mail.
- Provide general administration support, including completing orders for stationery and consumables, and monitoring of petty cash and receipting.
- Maintain data, reporting management, and client files, ensuring that records are accurately documented, stored and meet both organisational and legislative requirements.
- Participate in a rotating roster that includes afternoon, evening, sleepovers, and overnight awake shifts. This includes weekends and public holidays.
- Attending and participating in team meetings and supervision.

ABOUT YOU IN THE ROLE

As a staff member of Uniting, you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate: Communities
You'll report to: Service Manager

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.

- **Owning the job** – Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** – Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** – Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** – Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
 - **Organisational Objectives** – Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
 - **Develops and Grows the Business** – Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
 - **Makes Sound Decisions** – Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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QUALIFICATIONS & EXPERIENCE

Qualifications:

- Working towards, or completion of a Certificate IV in Community Services, Mental Health, Youth Work, or equivalent and relevant to the field of work.
- Current First Aid Certificate.
- Current Australian Driver's Licence.

Experience:

Typically, this role will require two (2) or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

In addition to the above, you'll have:

- Previous experience as a support worker (or equivalent) within the homelessness support sector, vulnerable people, or relevant to the service.
- Knowledge of best practice for Specialist Homelessness Services funded services.
- Demonstrated experience maintaining accurate client information and records.
- Demonstrated ability to work independently and collaboratively as part of a team.
- Professional approach to the role including maintaining professional boundaries.
- Proficiency in the use of general office equipment and computers, and comprehensive skills in Microsoft Office applications (in particular – Word, Excel, Outlook)

Even better:

- Mental Health First Aid certificate, or equivalent.
- Completion of training to assist in cultural awareness.
- Completion of training to assist in the identification and responses to risk of harm.
- Demonstrated experience in safe food handling.

Employee Name:	Insert employee name	Manager's Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	