

Position Description



POSITION TITLE:	Program Worker (Foyer Warrnambool) (sole worker on weekends, public holidays and overnight)
POSITION NUMBER:	YS072
TEAM:	Foyer Warrnambool – Youth Services
CLASSIFICATION:	SCHADS Level 3 (Pay Point to be determined on level of experience and qualifications)
EMPLOYMENT CHECKS:	Current Police Check and Working With Children Check
DATE PREPARED:	July, 2016
DATE REVIEWED:	June, 2017

OUR ORGANISATION

Brophy Family and Youth Services is a quality accredited not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and staff may be required to work at any of our sites. These sites are based in

- Warrnambool - Timor Street, Koroit Street and Raglan Parade.
- Portland - 5 Gawler Street
- Hamilton - 86-88 Thompson Street

Brophy Family and Youth Services actively values and promotes diversity in our workplace and affirms our commitment to working towards achieving an open, harmonious and inclusive environment; where everyone is welcome, included and valued – regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

THE FOYER WARRNAMBOOL

The Foyer Warrnambool (The Foyer) is a program offered by Brophy Family and supported by key community partnerships. The Foyer is staffed 24 hours over 7 days, and operates from a facility that provides long term (up to 2 years) safe, secure and affordable accommodation for young adults between ages 16-25 years. Each resident participates voluntarily and is preparing to or will be undertaking education employment or training. Residents will have a flexible individualised support plan prepared in consultation with their case worker that best prepares them for independence when they exit the program. The residents accepted into this program will have demonstrated active engagement into reaching their goals.

PRIMARY PURPOSE

The Program Worker – Foyer is responsible to supervise and support the residents to engage in the Foyer programs so as to maximise their outcomes. This position primarily focuses on providing support on weekends and after hours, and is required to be available to work across the 24 hour day, 7 day roster including sleep overs. The program aims to develop

independent and sustainable living skills and life options for residents in order for them to access and / or maintain employment or education/ training opportunities.

The position is required to develop trusting and supportive relationships with young people who maybe leaving home for the first time, or at risk of being homeless, and have an understanding of the issues being faced, whilst maintaining high levels of confidentiality and professionalism. From this, the Program Worker will be required to maintain records and file noting for case management purposes using the Outcome (Homelessness) STAR case management tool.

In this role, the incumbent is expected to have a broad understanding of the principles and processes of relevant legalisation pertaining to young people and their undertaking education and employment.

CONTEXT OF ROLE WITHIN THE ORGANISATION

The Program Worker will establish and maintain working relationships with a broad range of stakeholders in the support of case management services towards achieving outcomes for young people. A commitment to provide excellent support to a diverse range of residents across a number of issues is required, along with the ability to negotiate, consult and liaise with other team members.

This position is based at our Warrnambool residential site and works closely with the Manager, and other team members in the Foyer program. As a result, this role requires the ability to make sound decisions, in some instances in crisis or stressful situations, whilst maintain confidential and professional boundaries. The role is required to maintain accurate records, expected to actively participate in and contribute to program service planning, along with all annual improvement activities to achieve organisational outcomes.

REPORTS TO

The position reports to and is supervised by the Manager, Foyer Warrnambool.

POSITION DUTIES

KEY RESPONSIBILITIES

Personal and Professional

- Participate in supervision and professional development
- Manage crisis and stressful incidents and monitor staff well being
- Attend training as required.

Technical

- Ensure a professional standard of care and service provision according to the philosophy of Brophy Family and Youth Services.
- Ensure you have access to and comply with legislation, standards, policies and procedures relevant to the program area.
- Supervise the residents after hours and on weekends to assist in maintaining a safe living and learning environment.
- Assist in the provision of the independent living program, including cooking.
- Support and encourage residents to be involved in the decision making processes.
- Work closely with clients and other staff when planning social and group activities.
- Engage with young people using a variety of strategies and methods.
- Provide case assistance in consultation with the case manager.
- Demonstrate initiative in developing and implementing programs and activities within the setting.

Customer Service

- Develop and maintain effective working relationships with a broad range of services across a variety of sectors including employment, education and youth services to ensure an integrated approach and support for clients in the program.
- Display an awareness of the diverse needs of residents.
- Demonstrate an understanding of rural communities and the issues they face

Team Work and Communication

- Willingness to adopt a team approach across the Foyer program, the organisation and other service providers
- Manage conflict and disputes in a professional manner and via the correct processes
- Attend meetings as required.

Administration and Documentation

- Ensure accurate, confidential and timely case-noting and associated data is maintained in accordance with the Outcome (Homelessness) Star case management system
- Ensure all data is recorded on SHIP database in a timely and accurate manner
- Ensure the timely and accurate completion of incident reports.

GENERAL RESPONSIBILITIES

- Adhere to Brophy's Code of Conduct, policies and procedures.
- Actively participate in all required supervision, annual performance management, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a safe and healthy work environment.
- Participation in the development of consumer participation activities within your team and Brophy.
- Demonstrate and commit to Brophy's organisational values and model these on a daily basis.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

KEY SELECTION CRITERIA

Qualifications:

- A minimum qualification of a sector recognised and accredited Diploma in Youth Work, Social or Welfare Work or an equivalent
- Qualifications must be approved by recognised professional bodies: ie AASW, Community Services Council, APS etc.
- Current drivers licence
- Ability to obtain Working with Children Check and Victorian Police Check.

Experience, Skills and Abilities.

The successful candidate will have the best combination of the following characteristics:

- Demonstrate case management or youth work experience.
- Demonstrate an understanding of how the dynamics related to communal living may impact on both residents and staff.
- Demonstrated knowledge and application of understanding of the appropriate legislation, case management practice, and the ability to adhere to policy and procedures.
- Demonstrated a commitment to and an understanding for continual professional and personal development.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaise with a diverse range of stakeholders.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.
- Experience in cash handling.

AUTHORISED BY

NAME: Kathy Sanderson
POSITION: Exec. Manager, Youth Services Division
DATE: July 2016

ACCEPTED BY INCUMBENT

NAME: _____
SIGNED: _____
DATE: ____/____/____