

## Schedule A

### POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Homelessness Caseworker
<b>DIRECTORATE:</b>	Education and Support Services
<b>SECTION:</b>	Homelessness Services
<b>REPORTING TO:</b>	Homelessness Services Coordinator
<b>CLASSIFICATION:</b>	Social, Community, Home Care and Disability Services Award
<b>DATE UPDATED:</b>	July 2017

#### PURPOSE OF THE POSITION:

To provide an effective, professional case work service including the development, facilitation & monitoring of all aspects of casework including referral, assessment, intake, case-plan, review and exit planning for vulnerable and at risk children and young people who are homeless or at risk of becoming homeless.

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#### ACCOUNTABILITIES:

Deliver targeted case work services within a specific practice framework, to young people, couples or families 16 to 25 years of age who are homeless or at risk of homelessness.

Establish collaborative case management relationships with a wide range of specialist and mainstream youth services to support the implementation and achievement of quality outcomes for young people.

Work collaboratively with Coordinator and other M180 staff to jointly achieve identified outcomes for individuals.

Fulfil all statutory and organisational information requirements regarding client information, case-planning, statistics, reporting, case work recording, records management, file keeping and data collection.

#### KEY TASKS:

- Conduct joint intake assessments with coordinator ensuring all data is captured and entered on to the appropriate database

- In collaboration with relevant stakeholders determine the presenting needs of the young people and the most appropriate package of support required
- Develop, facilitate & monitor all aspects of casework including referral, assessment, intake, case plan, review and exit planning;
- Convene and facilitate case conferences with relevant stakeholders as a means of addressing the identified case plan goals
- Motivate and collaborate with young people to engage them in the successful achievement of their case plan and goals
- Coordinate the transition of individuals into stable accommodation including family restoration
- Work collaboratively with clients to develop strategies and plans that addresses presenting issues, facilitates the development of new skills and perspectives, and increases engagement in education, employment, training, health/mental health and community activities.
- Encourage young people to remain or re-engage with family, community, education and/or training
- Undertake prevention and early intervention work through outreach to prevent escalation of issues leading to homelessness and assist clients to maintain their placement
- Identify strategies that support young people to develop independent living skills
- Develop positive working relationships with specialist and mainstream services through active networking
- Actively seek new referral pathways that target the appropriate clientele via assertive outreach
- Maintain clients' records in relevant database and ensure the management of information complies with legislative requirements
- Facilitate an effective work environment through professional and ethical behaviour, collaborative team work, effective use of supervision and applying reflective work practices;
- Operate within the parameters of the M180 Therapeutic Practice Framework and use a Trauma Informed approach when working with the client group
- Conduct all mandatory reporting in line with Child Protection legislation and requirements
- Undertake On Call duties as per rotating roster

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#### **KEY PERFORMANCE INDICATORS:**

- Contractual targets including client numbers and case plan outcomes are achieved
- Contact is made with clients within 24 hours of receiving an outreach referral or immediate response to those in crisis
- Young people are engaged in the development of their case plan goals

- Clients are supported to maintain their placement with family via outreach support or alternatively restored to family
- Case plans are monitored and reviewed to evaluate progress and to ensure the outcomes are achieved and are reported on client database.
- Young people are supported to remain safely in their existing housing, or to secure stable long term accommodation
- Young people are engaged in education/training or employment
- Young people are linked in with health and mental health services
- Attendance at MARMAC working group meetings reporting on collaboration, teamwork and achievement of outcomes.
- Active participation in reflective practice supervision and practice forums
- Participation in interagency meetings
- New connections are made to increase referral pathways

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#### **WORKING RELATIONSHIPS:**

##### **INTERNAL:**

- Education and Support Services Staff
- Coordinator
- Manager
- Caseworkers
- Other M180 Staff

##### **EXTERNAL:**

- Local Community Stakeholders and Networks
- Family & Community Services
- Families
- Local Schools
- Department of Housing
- Mackillop Family Services

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#### **SELECTION CRITERIA:**

##### **ESSENTIAL:**

##### **QUALIFICATIONS:**

- Degree in Social work or similar or Diploma in Community Services, Youth Work
- Current unrestricted NSW driver's licence

- Working with Children Check
- National Criminal History Check

**EXPERIENCE:**

- Minimum 2 years experience in casework

**SKILLS:**

- High level verbal and written communication skills
- Sound time management
- Sound computer literacy skills
- High level interpersonal skills and ability to self reflect
- High level of self care skills
- Skills in engaging children/young people with challenging behaviours and complex needs
- The ability to work autonomously (under general supervision only) and contribute to an effective team environment is necessary

**KNOWLEDGE:**

- A sound theoretical knowledge of the youth homelessness sector and the principles and practice of case management
- Comprehensive knowledge on working with families and presenting challenges
- An awareness of current EEO and WHS legislation is essential