

**Position Description**

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| **Position Title** | **Outreach Case Manager** |
| **Program** | Sydney Youth Homelessness Hub (SYHH) |
| **Reports to** | Manager, Case Work Team |
| **Supervises** | Nil |
| **Responsible for** | Providing outreach, case management services and tenancy support  to young people aged 16-25 who frequent or reside in the inner city of  Sydney |
| **Location** | Launchpad Youth Community Inc.  Shop 8-10, 654-670 King Street Erskineville 2043 |

**Conditions of employment**

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| **Employer** | Launchpad Youth Community Inc. |
| **Hours per week** | 35 hours (5 days) per week |
| **Status** | Full time contract with a six-month probationary period.  All Launchpad positions are dependent on continued funding |
| **Award** | Modern Award SCHCADS |
| **Classification** | Level 4 Paypoint 1-4  (depending on qualifications and experience) |
| **Benefits** | * Generous salary-sacrifice available * Exciting career opportunity with established youth Specialist Homelessness Service. |

**Organisational Environment**

Launchpad Youth Community Inc. is a Specialist Homelessness Service that has been supporting young people who are homeless, or at risk of homelessness in the inner west of Sydney for over 20 years. Launchpad aims to provide a wide range of services and opportunities to enhance young people’s capacity so they can participate, engage, and belong in the community.

We support people with complex needs, though wrap around integrated casework and coordination of support with other aligned and relevant agencies. Through a strengths based and trauma informed approach, Launchpad works with young people in a client centred way, enhancing the capacity of young people to be at the centre of the decision making, and supporting them as they move through different pathways out of homelessness.

Whilst employed by Launchpad as the Home agency of employment, you are also employed to work within a consortium framework.

The consortium will employ staff individually, however, they will come together as a team of multi skilled practitioners with both therapeutic and integrated casework skills to deliver services to young people in the inner city of Sydney.

**Purpose of position**

To deliver client centred early intervention, prevention, case management, outreach and tenancy support services to young people experiencing homelessness or at risk of homelessness in the City of Sydney local government area.

**Key accountabilities**

* To provide individual client centred casework and case management support to young people with complex trauma histories and complex needs, including mental health and AOD issues.
* Provide wrap around case management support to assist young people to access and sustain tenancies with support from the Tenancy Manager.
* Participate in Cross Agency Case Management Groups, as required.
* Provide intake and assessment for new and existing young people and comprehensive referral pathways to other SHS, mainstream and housing agencies.
* Provide support for young people to return to their community of origin, where appropriate.
* Facilitate access to brokerage funds, where required.
* Provide support for young people to continue or access education, employment, and training options.
* Liaise with mental health/AOD/ and other relevant professionals to improve support provision, access, and services to the identified target group.
* Arrange community networking for the young person to encourage positive interactions, in a safe and supportive environment.

***Prevention and early intervention of homelessness***

* Continue to deliver case management services for young people who are re-housed after becoming homeless and support them to stay housed.
* Lead and deliver early intervention and prevention strategies for the service.
* Provide outreach tenancy support, where required.
* Identify and support young people who are at imminent risk of homelessness to remain safely in their existing housing or to secure stable housing.

***Homelessness service responses***

* Provide direct support and case management service to young people in crisis and respond to their immediate needs.
* Assist young people who are homeless to be rapidly and safely re-housed.
* Facilitate access for young people in crisis with appropriate accommodation and support to access stable housing.

***Administration***

* Maintain accurate written records, statistics and reports.
* Maintain data collection and contribute to funding body reports as required by the Executive Officer.
* Work in a highly responsive, pro-active, and innovative way with young people.
* Participate in staff meetings, training and other forums as required.
* Maintain your own professional development in consultation with your Manager.
* Perform other duties as required.

***General Launchpad Accountabilities***

* Work as part of the wider Launchpad team displaying effective team membership by assisting with and participating in whole of service events and supporting events run by other Launchpad programs.
* Attend all Launchpad/SYHH Staff Meetings, team building days etc. and relevant interagency meetings.
* Participate in training and performance appraisals, as required.
* Meet fortnightly for supervision with the Manager, Case Work Team
* Attend fortnightly supervision
* Perform all duties in accordance with the Launchpad code of conduct and the Launchpad policies and procedures, and philosophy.
* Be committed to cultural safety and providing culturally responsive support to First Nations young people.
* Perform all duties in line with EEO policy and OH&S safety standards, ethical practice principles and a commitment to the principles of cultural diversity and inclusion

## Essential Selection Criteria

## Experience:

* At least 3 years’ experience in case management of clients with complex needs, at risk and/or experiencing homelessness, including sound knowledge of integrated case management theory and best practice principles for young people.
* Demonstrated ability to manage complex caseloads, effectively plan and prioritize work with multiple priorities.
* Demonstrated experience working within the Specialist Homelessness Service sector and strong tenancy support skills.
* Demonstrated working knowledge of the youth sector, Juvenile Justice, Out of Home Care system and protection agencies and Specialist Homelessness Services.
* Experience in the homelessness services field and working knowledge of the *Going Home Staying Home reform, program, and guidelines.*
* Ability to work flexible hours and work after hours as required.
* Demonstrated ability to utilise established referral pathways and use trauma-informed and strengths-based approach to achieve client outcomes.
* Demonstrated ability to work with Culturally Diverse clients and Aboriginal clients.
* Excellent communication skills, including written and verbal presentation skills, diplomatic and effective liaison, and interpersonal skills.
* Ability to work independently and show initiative, as well as take direction well and work as part of a team.
* Ability to provide detailed reports and collect statistics for program evaluation.
* A current NSW Drivers licence.
* Excellent IT skills in programs including Microsoft Office, Excel, Power Point and Access.

**Education**

Recognised Tertiary qualifications in social work, or a relevant field.

Or

Equivalent experience in the field of practice.

## Desirable Selection Criteria

* Public Speaking, report writing skills.
* Experience in SHIP/SHORE/CIMS data management and recording.

***All prospective employees will need to pass a Working With Children Check and a National Police Check.***

***Aboriginal and Torres Strait Islander people are strongly encouraged to apply.***