

## 1. Position Identification

<b>Title:</b>	Youth Accommodation Worker
<b>Location:</b>	Indigo Junction Youth Service
<b>Level:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 – Crisis Accommodation Employee - Level 1
<b>Hours of Work</b>	As per roster
<b>Date effective:</b>	6 <sup>th</sup> July 2020

## 2. Reporting Relationships

<b>Responsible To (immediate Supervisor)</b>	Manager Youth Service
<b>Number of Staff Positions (directly supervised)</b>	Nil
<b>Number of Staff Positions (indirectly supervised)</b>	Nil

## 3. Organisational Values

All employees are expected to work to the vision, mission and values of Indigo Junction.

### WE BELIEVE...

Everyone has the right to a safe place to live and grow.

### WE WILL...

Indigo Junction will:

- Offer safe, secure and affordable housing
- Promote independence, education and personal development
- Build capacity for social and economic participation
- Support our client's development towards self sufficiency
- Use our voice to advocate for social change

### OUR SERVICE IS...

Dedicated    Respectful    Innovative    Informed    Collaborative

#### 4. The key objectives of this position are:

- To provide supported crisis and transitional accommodation and related support services for young people who have experienced a crisis resulting in homelessness.
- To ensure clients are safe, supported and increase their knowledge and confidence to reduce the likelihood of future crises.
- To support young people towards more independent living by empowering them with life skills.
- To promote and assist in restoring family relationships where possible.
- To ensure client outcomes are optimised through the connection to relevant community services.

#### 5. The key duties and responsibilities of this position are:

##### Organisational

- Operate in accordance with the Indigo Junction Policies and Procedures Manual.
- Operate within the Indigo Junction Staff Code of Conduct.
- Operate in accordance with CPFSS Service Standards and funding contract requirements.
- Operate in accordance with funding contract requirements.
- Report to senior staff on the day to day operation of the Youth House.
- Operate within the Indigo Junction Case Management Framework principles, under the direction of the Manager Youth Service.
- Supply reports to the Program Manager pertaining to any reportable incidents.
- Participate in organisational and youth specific training opportunities.
- Maintain good records and support program evaluation, reporting and audit processes as required.
- Other duties as directed by senior staff.

##### Client Services

- Work within IJ's Trauma Informed Care framework (training and education provided for new staff).
- Under the direction of the Manager, provide outreach and phone support to young people accommodated in Indigo Junction transitional accommodation
- Under the direction of the Manager, provide informal counselling/emotional support to clients.
- Work alongside young people and support the development of individual living skills, including preparing and cooking meals, and engagement in recreational programs.
- Provide transport to young people to connect to various activities or appointments that are important to their development.
- Provide support to young people in attending to their hygiene, health and nutrition.

##### Household Operation

- Ensure that the household is a safe, non-threatening environment.
- Ensure day to day household operations procedures are followed.

## 6. Selection Criteria

The skills, experience, qualifications and attributes needed to do this job

<i>a) Qualifications and/or training and/or licences</i>	<i>Essential</i>	<i>Desirable</i>
Tertiary qualification or equivalent experience in the Human Services field.	✓	
<i>b) Experience and knowledge</i>		
Sound understanding of the principles of Trauma Informed Care.	✓	
Experience and demonstrated competence in working with young people in crisis.	✓	
A commitment to the notion of empowerment and self-determination.	✓	
Experience in responding to alcohol and drug problems.		✓
Understanding of the cultural and social factors of homelessness and other crisis.	✓	
Understanding of case management approaches with an understanding of professional boundaries in relation to client work.	✓	
Experience in providing advocacy and referral.	✓	
Knowledge of community and government resources.	✓	
Cultural competency and experience working with young people from diverse backgrounds.	✓	
<i>c) Skills and attributes</i>		
Sound interpersonal skills.	✓	
Sound negotiation and advocacy skills.	✓	
Ability to work independently and as a team member.	✓	
Sound self-management, time management and organisational skills.	✓	
Sound skills in records management and use of data-bases to manage organisation and client records.	✓	
<i>d) Training and/or licences and/or clearances</i>		
Current 'C' class driver's licence.	✓	
Current National Police Clearance.	✓	
Working with Children Clearance.	✓	
First Aid Certificate (or willingness to obtain one).	✓	

## 7. Certification

As the occupant of the position I have noted the statement of duties and responsibilities as detailed in this document.

**Signature:** \_\_\_\_\_  
**Youth Accommodation Worker**

**Date:** \_\_\_\_\_

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position. This position description is indicative at this point in time.

**Signature:** \_\_\_\_\_  
**Chief Executive Officer**

**Date:** \_\_\_\_\_