

# Case Manager Youth Support Program & Maribyrnong Youth Accommodation Program

## 1. The Context

### Wombat

Wombat Housing and Support Services is one of the largest providers of housing support services to people in the Western Metro Region. It is a community based organisation managed by a Board.

The culture of Wombat is about:

- Integrating new programs and ideas
- Providing services that are accessible, transparent, fair & equitable
- Being sensitive to the needs of diverse cultural & language groups
- Recognising the right of all age groups (including children, young people and older people) to access appropriate services
- Cross program service delivery
- Embracing and generating change that is positive
- Accountability, inquiry and reflection
- Hearing and accounting for different views
- A workforce representing diversity in experience, age and ability
- Valuing staff and encouraging wellbeing
- Providing a flexible and supportive work environment.

Wombat's existing services include:

- Support & advocacy for public housing tenants
- Support for Department of Health & Human Services youth clients
- Housing support services for Families, Single People and Youth
- Support for young people on parole.

Wombat also auspices the Western Homelessness Networker.

### The Youth & MYAP Programs

Wombat's Youth Program has been providing housing support to young people in Melbourne's inner west for over 30 years. The program employs two workers and provides case managed support to assist young people to develop the skills needed to manage independent living in private rental, in public housing or with their families.

MYAP (The Maribyrnong Youth Accommodation Program) provides youth housing support services to culturally and linguistically diverse young people in the City of Maribyrnong. The program has three workers and is based at Wombat's North Melbourne office however it also provides services at the Phoenix Centre in Footscray on a roster basis.

Both programs utilise transitional housing properties managed by Yarra Community Housing. Some of the properties are provided on a share basis although the program does have some capacity to house young families. The programs also work with young people that are homeless or at risk of becoming homeless on an outreach basis.

Support may be provided for up to eighteen months however this can vary depending on the availability of appropriate exit options and the young person's education & training status. Young people must be capable of independent living (with support from the program). The programs also have capacity to assist young people who are not living in transitional housing; this includes assisting people on a short-term basis (IR2).

All clients are managed using Wombat's case management procedures and practices. Referrals to the programs are via the local access point Yarra Community Housing.

It is common for young people using Wombat's services to have had a history of housing instability and homelessness. The programs work with clients to identify and address the issues that are contributing to housing instability; these issues are often complex and interwoven. The programs aim to link young people into appropriate specialist supports and to assist them achieve their long-term housing goals.

## **2. The Position**

With the support of the Team Leader, General Manager and program team, the Youth Case Managers play a critical role in the development and delivery of effective support services to young people who are homeless or at risk of homelessness in Melbourne's inner west.

Wombat's Youth Case Managers deliver services on an outreach basis from a single site in Melrose St, North Melbourne. The Youth Support Workers are expected to provide direct service delivery within a case management model.

The successful applicant will work 5 days per fortnight across both the Youth & MYAP programs.

### **Reporting and Accountability**

The Youth Support Workers are accountable to the Executive Officer (EO) via the General Manager of Wombat Housing & Support Services. The Team Leader oversees general program operations and provides day to day guidance to case managers.

### **Support and Supervision**

The Youth Case Managers participate in regular program and support meetings facilitated by the Team Leader, and supervision by the General Manager.

Bi monthly external supervision is provided to the team as is specialist secondary consultation.

Informal support and supervision is encouraged and forms a major part of the support and supervision structure.

### **Duties**

- To carry out the duties in accordance with the philosophy, policies, work practices and protocols of Wombat Housing Support Services
- To undertake assessments of young people entering the program
- To provide one on one support to young people
- To develop individual case plans with service users in accordance with Wombat's case management model
- To provide appropriate referrals to specialist support services
- To provide counseling, crisis intervention and conflict resolution where appropriate
- To provide housing related information and advocacy
- To develop and disseminate information and resource material to young people
- To network with other agencies
- To contribute to the maintenance of information, data and recording systems
- To prepare written reports as required
- Other duties as directed by the General Manager or the EO.

## **3. Wombat Code of Conduct**

All workers are expected to perform their duties in a manner consistent with Wombat's Code of Conduct (See Operating Manual 4.1):

Wombat is committed to being a professional, respectful and supportive work environment. To achieve this, Wombat employees are expected to respect the dignity, rights and views of others regardless of whether they are members of staff, students, volunteers, contractors or service users.

This is achieved by:

- a. Listening to and seeking to understand different points of view (this does not necessarily mean agreeing with the point of view of others)

- b. Respecting cultural, ethnic and religious differences
- c. Recognising that others are bound by obligations in their public duties
- d. Being courteous, sensitive and honest in communications and being considerate to the needs of others
- e. Actively managing workplace conflict involving yourself or supervised employees to create positive and constructive outcomes
- f. Working cooperatively and collaboratively with others to achieve common goals and a harmonious work environment and culture
- g. Supporting the personal and professional development of others
- h. Acknowledging the rights and responsibilities of others to report suspected misconduct.

Specifically relating to service users, Wombat has an expectation that its staff will conduct themselves in a professional manner, with due regard to the values and purposes of the organisation and with full cognisance of their duty of care for service users. The following code of conduct outlines Wombat's expectations of staff and will be provided to services users on a regular basis:

- a. Wombat staff will maintain a professional relationship with service users, and will not allow the provision of support to develop or change into friendship.
- b. Workers will not, under any circumstances, disclose their home address or telephone number to service users or engage in social networking with service users via the internet.
- c. Workers will not divulge any personal information to a client. This includes information about their family, living arrangements, religious and political beliefs and life experiences.
- d. Workers will not enter into non-work personal relationships, sexual relationships or financial dealing with service users
- e. Workers will not have contact with service users out of hours.
- f. Workers will avoid creating relationships of dependence. .
- g. Workers will not accept gifts from service-users.
- h. Wombat staff will not impose or seek to impose their personal values or beliefs on service users.

In addition to the above workers will not use or attempt to use the resources of the organisation for personal gain or for the personal gain of those who are ineligible to receive services

Where necessary and with the approval of a manager supervision and debriefing will be made available to staff who wish to discuss questions of their relationship with service users.

Where a Wombat staff member feels they cannot provide a service user with appropriate services due to a conflict of interest, philosophies, cultural beliefs or other norms, s/he will discuss the situation with the relevant manager or EO at the earliest opportunity, notwithstanding ordinary opportunities for debriefing and supervision.

#### **4. The Conditions**

The position is 36-38 hours per fortnight (negotiable).

Conditions and Level of pay: Support Worker/Case Manager \$ 34.53 per hour as per the Wombat EBA 2013.

Salary sacrificing is available, within the limit of the law.

Five weeks paid annual recreation leave and Grace in Favour days between Christmas and New Year.

A Probationary Period of 3months will apply.

Appointment is subject to a satisfactory Police Check and Working with Children Check.

In the event that a candidate has resided overseas for more than one year in the preceding 10 years an International Police check will be required.

## 5. Selection Criteria

- Experience in working with the target group
- Experience in a relevant position in the Community Sector
- Experience in the provision of case managed support
- Working knowledge of the homelessness service system
- Understanding of the legislative requirements applicable to the position
- Understanding of the causal factors of homelessness
- Excellent communication skills with people from diverse backgrounds and experiences
- Ability to communicate with young people in a constructive and non judgmental manner
- Ability to engage with people who are challenging
- Ability to work as part of a team and to be accountable as an individual worker
- Basic competencies appropriate to the conduct of the position such as computer literacy, driver's licence, data collection, verbal and writing skills.

## 6. The Application Process

Applications addressing the Key Selection Criteria & including the names and contact numbers of two referees (including most recent employer) should be forwarded to:

Rebecca Cleaver

or email [rebecca@wombat.org.au](mailto:rebecca@wombat.org.au)

Wombat Housing and Support Service

PO BOX 1183

Kensington 3031

Enquiries: Rebecca Cleaver 8327 2222

Applications close at 5pm on Wednesday 12<sup>th</sup> October 2016