

Position Description

Position Title	Intake & Outreach Worker
Team	Care Team
Reports to	Operations Manager
Direct Reports	None
Date effective	October 2021
Award	0.8FTE, SCHADS Social and Community Services Level 4 (Pay Point TBC based on experience)
Location	Youth Resource Centre, Richmond VIC

Organisational Context

Lighthouse Foundation support and care for some of Australia's most vulnerable young people, children and babies who typically come from backgrounds of long-term neglect and abuse. The young people in our care include teenagers, young parents, young women fleeing forced marriages and young people in foster care. Lighthouse provides these young people with a home, a sense of family and therapeutic care that's trauma informed and individually tailored to help them rebuild their lives.

Our model of care is based on 60 years of empirical research and considers not just a child's home environment but their need to form daily routines and meaningful relationships within a community. Each home is managed by experienced Carers with assistance from clinical professionals and dedicated volunteers. This forms a community of support around each young person, giving them the opportunity to confront their trauma and heal in a safe holding space.

Over the past 30 years, Lighthouse has successfully supported more than 1,000 young people to break the cycle of homelessness, move in to employment and educational opportunities and overcome their damaging life experiences.

Vision

A safe home and community for homeless kids to belong, heal and thrive.

Mission

We provide therapeutic homes and create a caring community for homeless kids and foster families. Through the Lighthouse Model of Care our kids receive a lifelong sense of belonging, the opportunity to heal and the capacity to thrive.

Our Values

Respect, Courage, Kindness, Thoughtful, Committed

Primary Purpose of the Position

The Intake and Outreach Worker holds responsibilities for two functions. Firstly, to be responsible for the intake of young people into Lighthouse Foundation programs, consistent with program guidelines and Lighthouse's Model of Care. This will include forming connections with external youth homelessness services and young people entering a Lighthouse program. Secondly, continuing an attachment and sense of belonging for young people who have transitioned from Lighthouse Foundation into meaningful independent living. You will utilise Lighthouse Foundation's centrally located Youth Resource Centre and your relational way of being to provide outreach support for former young people to remain involved with the community and provide mentorship.



Key Responsibilities

Role Specific Requirements	
Area of Responsibility	Activities <i>(performance measured against activities during reviews)</i>
Intake	<ul style="list-style-type: none">• Develop and maintain effective working relationships with external accommodation and youth related services• Manage all enquiries from young people and service providers for admission to the program in a timely and professional manner• Ensure initial contacts made by prospective young people or their supports are documented• Information gathering and initial screening assessment of prospective residents• Appropriate selection and placement of prospective young people based on Lighthouse suitability criteria• Provide advice to the care team regarding allocation and placement of the young person• Appropriate and timely briefing of Carers for the home where the young person will be living• Ensure young person is guided through the intake process thoroughly• Undertake supported conversations with young people when required and support other homes with similar needs• Lead community events• Respond to all intake enquiries in a professional and timely manner• Promote and share our Model of Care in a clear concise way to ensure the correct referrals are considered• Clear case noting and information collecting on young people• Work collaboratively with external professionals and internal care team in providing young person with a therapeutic transition into the program (including facilitating meetings)• Develop and maintain networks with other homelessness organisations
Post Care Support	<ul style="list-style-type: none">• Maintain and update Lighthouse Facebook page for outreach young people• Work in collaboration with other Therapeutic Case Managers as young people entering transition phase, and continue to support them once exited• Support young people who have left the program and are needing a new period of support• Develop networks and external resources to support our outreach young people in the community and to provide transition options• Maintain appropriate connection with young people in the On for Life program



On Call Roster	<ul style="list-style-type: none">• Participate in an after hours on call roster to support other Homes across the organisation
Lighthouse Home Support	<p><i>Where required, support the Care Team in the following areas;</i></p> <ul style="list-style-type: none">• Undertake shifts in home where required• Administer psychometrics as directed by the Psychological Wellness Team• Management of homes and Foster Care rosters• Work closely with Payroll officer to ensure roster is finalised each fortnight
Legal & Regulatory Compliance	<p>Ensure the compliance with the following:</p> <ul style="list-style-type: none">• Child Safe Policy and legislation covered by the policy• Code of Conduct• All other policies, procedures and legislation (State and Federal) relevant to Lighthouse Foundation and its work (refer to the Lighthouse Legislation and Regulation register).

Organisational Specific Requirements	
Organisational Participation	<ul style="list-style-type: none">• Attend team meetings, group process, whole staff meetings and planning days• Contribute to the implementation of Lighthouse's strategic plan• Contribute to collaborative practice across the organisation
Professional Development	<ul style="list-style-type: none">• Participate in regular supervision, professional development and review meetings• Attend regular reflective practice and trainings as required• Contribute to a culture that is reflective, inclusive and open
OH&S	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of others including following safe working procedures and instructions.
Risk	<ul style="list-style-type: none">• All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks• Identify and communicate any risks
CQI	All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks.
Commitment to Lighthouse Culture	Staff are expected to participate in the processes and practices that uphold the Lighthouse culture.



Commitment to Trauma Informed Practice	Staff are expected to: <ul style="list-style-type: none">• Engage in personal and professional development to integrate their understanding and response to people and systems that have been impacted by trauma• Create or maintain a physical and emotional environment that promotes healing• Engage in conflict resolution processes when required
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Performance Measurements

An annual work plan will be developed in line with the Position Description and Lighthouse Foundation's Annual Business Plan to measure performance.

Authorities – Financial and People

- Seek approval for all unbudgeted expenses
- All other authorities listed under the Lighthouse Delegation of Authority policy

Qualifications and Licences

- Qualifications in a related discipline (social sciences, health, psychology, social work, community services, management)
- Current driver's licence
- Valid first aid certificate (or a willingness to obtain one)
- Criminal Records check
- Current Working with Children check

Key Selection Criteria

- Experience in the provision of care or case work with young people
- Demonstrated capacity to understand and work with young people, and knowledge of the unique needs of young people who are experiencing or at risk of homelessness
- Demonstrated ability to work effectively within a collaborative team approach to service planning and program implementation
- Commitment to professional and personal development in a professional context
- Commitment to reflecting on your work through group and individual clinical spaces
- Ability to plan, prioritise workloads and meet deadlines as required
- Ability to stay calm and rational in challenging situations
- Experience with conflict resolution and mediation
- Excellent written and verbal communication skills

Employment Conditions

- 0.8FTE
- Compliance with Lighthouse Foundation's Code of Conduct, including the Child Safe Code of Conduct, policies and procedures
- Lighthouse Foundation takes all reasonable steps to facilitate and maintain a safe environment for children, young people and all participants of our service. It is for this reason that Lighthouse requires all potential employees to undergo a psycho-social assessment prior to confirmation of employment
- Lighthouse Foundation promotes a smoke free workplace
- Terms and conditions of employment are outlined in employment contracts



**Lighthouse
Foundation**

A place where
homeless kids belong

Manager

Name:

Signature:

Date:

Performance review period:

Staff Member

Name:

Signature:

Date:

Next review date:

Note: The requirements and responsibilities contained in this job description do not create a contract of employment and are not meant to be all-inclusive. They may be changed by the role manager during employment on an as required basis. Any significant or material changes need to be discussed and agreed by incumbent and manager before inclusion.

The role description should be reviewed formally during the annual planning and performance assessment process.