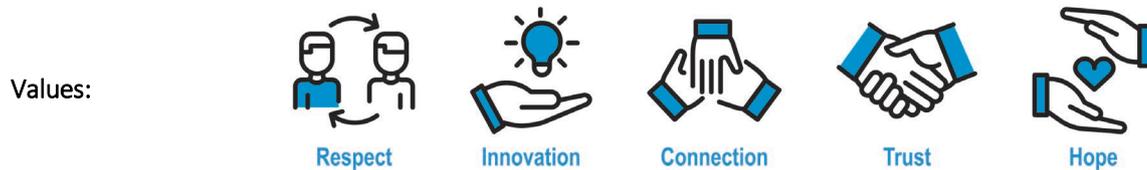


Role Description

Youth Development Specialist

Vision: Ending homelessness and domestic violence on the NSW Central Coast



Mission: To deliver locally designed innovative solutions to homelessness, domestic and family violence and poverty that achieve immediate and lasting changes.

Inclusion: Coast Shelter demonstrate cultural competency through our policy and procedures, actions and by embracing all forms of diversity.

Primary purpose of the role

This position will be responsible for assisting with the development of Coast Shelter’s Life Ready Program. The Life Ready program provides case management support and a stepping-stone to further independence for Coast Shelter young people. The position will engage young people through specialist case management, youth talent development and guided pathways into education, employment or training opportunities while maintaining successful tenancies within our community.

Key accountabilities and performance indicators

Accountabilities	Performance Indicators
Service Provision	<ul style="list-style-type: none"> To actively engage with young people over a lengthy period of time and form relationships that are professional and restorative in nature. To provide trauma informed care in all relationships throughout the organisation. To motivate and inspire our youth to explore and discover personal strengths and ways for these to be developed into talents for their future. To provide effective facilitation of key learning programs, which may include Rent it Keep It, Share It, Love Bites, Shark Cage and the Coast Shelter Youth Advisory Council. Participate in intake and holistic assessment procedures for the Life Ready Program, and accept appropriate referrals. Work with the management team to develop, implement and maintain systems and processes for evaluating and monitoring the operations and services provided by the Life Ready Program Prepare submissions and documents required for the development, and enhancement of the Life Ready Program

	<ul style="list-style-type: none"> • Assist the Youth Programs with all Rent Choice client interviews, assessments and program evaluations and reviews. • Provide case management, activity/therapeutic based programs and assist obtaining brokerage services to young homeless people aged 17 to 25 years within the Central Coast region. • Develop and maintain cooperative and complementary links with relevant services, agencies in particular real estates and organisations specialising in services to youth other relevant services and the community in particular employment education and training facilities and mental health services. • Work with management to develop and conduct appropriate group activities and sessions for Life Ready Participants • Facilitate the client feedback mechanism for the continuous improvement of the Life Ready Program • Assist to Maintain and Implement Adventure Based Learning programs • Work with management to develop and maintain a system and procedure to ensure the ongoing security, safety and confidentiality of Life Ready Participants
<p>Support and development of the staff team</p>	<ul style="list-style-type: none"> • Positively contribute to team work and embrace a trauma informed approach to achieving outcomes • Actively engage in effective communication with team members, responding constructively to feedback and alternative thinking contributing to reflective practice and innovating thinking. • Participate and actively engage in team meetings and supervision processes • Manage challenging situations within the trauma informed framework. • Attend and actively participate in applicable inter-agency meetings • Undertake a wide range of activities associated with program activity or service delivery • Be an effective member of the Participant Group for FACS Housing.
<p>Office management and administration</p>	<ul style="list-style-type: none"> • Assist to maintain appropriate and efficient accountability, administration, and information systems for the Life Ready Program • Assist to maintain a comprehensive system for recording and securely storing client records and client related information • Assist to maintain appropriate data storage systems related to the operational aspects of the Life Ready Program • Adherence to appropriate guidelines administered through Facs Housing. • Maintain client records that are in keeping with our own internal account systems and Facs Housing invoicing systems. • Ensure that all data and record keeping systems are utilized accurately and effectively • Attend to incoming correspondence, telephone calls and other inquiries in a timely manner
<p>Work Health & Safety</p>	<ul style="list-style-type: none"> • Ensure safe working procedures are developed, implemented and operational within services under area of responsibility

	<ul style="list-style-type: none"> • Be responsible for the safety of yourself, the people who we support, visitors, contractors and colleagues • Ensure all incidents, non-compliances and hazards are reported and acted upon according to policy and procedures • Actively support and participate in injury management processes for self or other employees within the workplace • Ensure services within area of responsibility are compliant with Organisation Work Health and Safety policies and procedures, implementing corrective measures where necessary
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Key challenges

- Support challenged young people participating in Coast Shelters' Youth Programs via building a strong client focused relationships within the trauma informed framework.
- Ensure dynamic, non-judgemental engagement with young people to support them to comfortably participate in activities.
- Manage group dynamics of participants, including behaviour management and group development and individual self-regulation.
- Ability to triage and respond to client needs in a timely manner

Key relationships

Internal relationships	Why
Line Manager	<ul style="list-style-type: none"> • Report directly to Line manager • Seek direction, advice and support • Provide immediate information and/or feedback around client and program needs that has been assessed to require immediate attention
Team Member	<ul style="list-style-type: none"> • Provide information, advice and clear direction • Provide an effective and valuable two way liaison centred on client care
Life Ready Participants	<ul style="list-style-type: none"> • Provide specialist case management services • Provide referrals to other specialist organisations • Provide motivation and improved wellbeing for sustainable tenancies
External relationships	Why
FACS	<ul style="list-style-type: none"> • Develop and maintain effective working relationships • Liaise on reviews, brokerage and housing applications including bond loans • When directed attend and participate in monthly partner facilitation group meetings
Real Estate Agencies	<ul style="list-style-type: none"> • Liaise regarding client tenancy • Develop and maintain effective working relationships to ensure supply of suitable properties

Reporting line

Life Ready Coordinator

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Relevant tertiary qualifications (for example Social Work, Psychology or equivalent)
- Excellent written and oral communication skills, including highly developed interpersonal skills with an ability to relate positively and confidently with a wide range of people, in a variety of settings
- Demonstrated practice of actively engaging and motivating young people in group work
- Excellent knowledge, understanding and experience of working with young people with complex needs and the impact of trauma
- A well-developed understanding of trauma informed practice, and knowledge of research and theoretical frameworks for working with young people with trauma
- Demonstrated experience in managing a caseload and case planning, including people with complex and/or high-level needs.
- Sound knowledge of the social, community and private rental housing market in NSW.

Pre-Employment Screening

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

- National Criminal History Record Check
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012
- Licence and Qualification Check
- Medical Fitness Assessment

Personal Attributes

These are the qualities expected of our staff

Personal Attribute	Descriptors
Innovative	<ul style="list-style-type: none"> • Generates options and ideas for improvements • Is open to change and alternatives • Takes advantage of new and emerging opportunities
Focused	<ul style="list-style-type: none"> • Researches options and sets a clear path • Has clear goals, deals with obstacles and impediments • Manages own time to achieve key outcomes

Positive	<ul style="list-style-type: none"> • Has faith in own abilities and remains optimistic • Maintains composure and focus when faced with difficulty • Recovers from setbacks
Collaborative	<ul style="list-style-type: none"> • Works with others to achieve common goals • Engenders a spirit of teamwork • Encourages others to achieve
Analytical	<ul style="list-style-type: none"> • Reviews arguments and opinions before making judgement • Presents clear and logical arguments • Takes a systematic approach when building toward improvements
Client/Member focused	<ul style="list-style-type: none"> • Prioritises needs of clients and members • Aims for best outcomes for clients and members • Is outcome focused • Follows through with commitments
Culturally aware	<ul style="list-style-type: none"> • Respects difference in all its forms • Adapts language to aid communication • Values diversity as a strength and positively utilises diversity
Ethical	<ul style="list-style-type: none"> • Is credible and truthful • Has integrity and principles • Reflects expected standards of behaviour and/or Code of Conduct

Capabilities for the role

The Specialist Homelessness Services Capability Framework applies to all positions at Coast Shelter. The position is required to meet all 40 capabilities at Tier 1 as listed in the Capability Framework (Attachment 1).

Focus capabilities

Nil

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.

1. COMMUNITY AND INTERAGENCY RELATIONS	2. PROFESSIONALISM	3. COMMUNICATION	4. LEADERSHIP AND TEAMWORK	5. RESOURCES, ASSETS AND SUSTAINABILITY	6. SERVICE DELIVERY	7. PROGRAM MANAGEMENT AND POLICY DEVELOPMENT	8. CHANGE AND RESPONSIVENESS	9. GOVERNANCE AND COMPLIANCE
Networks and stakeholders 1.1.1 Utilises own community networks to achieve established outcomes	Time management 2.1.1 Demonstrates punctuality and meets agreed schedules and timelines	Advocacy 3.1.1 Actively listens to colleagues and clients and passes on relevant information accurately and appropriately	United vision 4.1.1 Maintains enthusiasm and understands own role in achieving organisational mission	Revenue raising 5.1.1 Supports fundraising work	Reflective practice 6.1.1 Applies organisational practice models, procedures and relevant legislation when working with clients/members	Policy development and implementation 7.1.1 Maintains awareness of policies and applies procedures to daily work activities	Change management 8.1.1 Maintains a positive approach to change and adapts to new or different ways of working	Strategy 9.1.1 Achieves targets in work plans and understands links with strategic goals
Community 1.1.2 Contributes to staff forums and meetings about key community issues	Ethics 2.1.2 Observes Code of Conduct seeks assistance with ethical dilemmas, and manages professional boundaries	Written communication 3.1.2 Provides accurate written information using forms, log books and templates appropriate to the task	Strategic focus 4.1.2 Follows work plan and prioritises key tasks	Financial management 5.1.2 Assists with maintenance of financial records and works efficiently to meet established budgets	Knowledge of client/member issues 6.1.2 Maintains awareness of client/member needs	Program development 7.1.2 Performs own role and responsibilities efficiently to contribute to program and project outcomes	Multi-skilling 8.1.2 Takes advantage of opportunities for learning and growing skills	Quality 9.1.2 Ensures that own work meets the organisations' quality requirements
Partnerships and collaboration 1.1.3 Works collaboratively with other organisations in formal and informal partnerships to achieve client/member outcomes	Taking responsibility 2.1.3 Takes responsibility for work outcomes and enacts authority as defined in role statement	Verbal communication 3.1.3 Speaks politely and explains issues and information clearly to clients/ members and colleagues	Team dynamics 4.1.3 Openly shares information, participates and contributes to team discussions	Procurement 5.1.3 Makes low cost purchases and achieves value for money	Client/member outcomes 6.1.3 Supports clients/members to achieve their goals or aspirations through provision of quality service	Achieving results 7.1.3 Supports program and project team members to achieve defined outcomes	Creativity and innovation 8.1.3 Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes	Risk management 9.1.3 Ensures that risks are identified and reported in own work context
Knowledge of community 1.1.4 Maintains basic awareness of current community issues and knowledge of relevant organisations	Problem solving 2.1.4 Demonstrates common sense, and uses established strategies to solve routine problems	Public speaking 3.1.4 Participates actively in staff meetings and shares information to improve work environment and outcomes	Conflict management 4.1.4 Considers the views of others and aims for group cohesion	Equipment and assets 5.1.4 Takes care when using and maintaining equipment and aids	Diversity 6.1.4 Demonstrates sensitivity and respect for diversity and differences in clients/members	Contract management 7.1.4 Records relevant data for contract administration	Technology 8.1.4 Uses technology and software applications effectively in accordance with task requirements	WHS 9.1.4 Ensures safety of self and others in work environment
Social justice 1.1.5 Demonstrates commitment to social justice and social inclusion	Initiative and enterprise 2.1.5 Contributes to ideas for improved ways of working	Interpersonal skills 3.1.5 Demonstrates active listening and asks appropriate questions when dealing with clients/members and colleagues	Diversity/different styles 4.1.5 Values diversity in team and supports colleagues	Sustainability 5.1.5 Uses resources appropriately and supports organisation's sustainability protocols	Client confidentiality and dignity 6.1.5 Respects client/member confidentiality	Complaints handling and continuous improvement 7.1.5 Records complaints and assists with reviewing feedback on program outcomes	Learning and development 8.1.5 Prepares own development plan in consultation with supervisors	Legislation and compliance 9.1.5 Is aware of relevant legislation and licensing requirements and ensures compliance in work practices