

Outreach Case Manager (Maternity Leave Position 12 months)

Hours per week: 35 hours (5 days) per week

Status: Full time, 12 month fixed term (Maternity Leave position). Possibility of Extension

Award: Modern Award SCHCADS

Classification: Level 4 Paypoint 1-4 (depending on qualifications and experience)

- **Generous salary sacrifice available**
- **Exciting career opportunity with newly established leading youth consortium.**

Project Description

Launchpad Youth Community Inc., YWCA NSW and Good Shepherd Australia/ New Zealand are a consortium of leading youth service practitioners, who have come together to deliver the Sydney Young Parents Program. The service is funded by the NSW Department of Communities and Justice (DCJ) through the Specialist Homelessness Services (SHS) Program.

The Sydney Young Parents Program (SYPP) delivers a model of service delivery which is built upon the pre-existing expertise of the partners. As such the Outreach Case Manager – young families' position will deliver activities related to its Home agency of employment, as well as core work related to the consortium service.

The SYPP will deliver client centred services, including early intervention, crisis response, rapid rehousing approaches and post crisis support to support young families experiencing homelessness or at risk of homelessness in the Sydney Area Health District. The geographic coverage for the service is the FACS Sydney District as defined by the following LGAs Ashfield, Burwood, Canada Bay, Canterbury, City of Sydney, Leichhardt, Marrickville and Strathfield.

While the partners in the consortium, and therefore team members in SYPP may have different philosophies in approaches and different roles, a shared client load, and integrated approach to service delivery is one of the underpinning principles of this model, and the employees role to uphold. This will at times require stepping away from our distinct role, to support delivery of services in other parts of the program.

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 or risk of.

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

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 to young people in the inner city of Sydney. The service location for SYPP activities will be centrally located at Launchpad. Regular training, team building, planning and learning and

development opportunities will take place at the Launchpad offices. There will be strong systems in place to ensure effective communication channels between partners, aligning support strategies for clients.

Purpose of position

To deliver client centred early intervention, prevention, case management, outreach, tenancy and support services to young families experiencing homelessness or at risk of homelessness in Sydney Area Health District.

These support services are available to all members of a family who frequents, or has connections to the Sydney Local Area Health District, including their children. This will require a particular focus on increasing children's safety, education, health and wellbeing and providing early interventions for children by identifying and addressing the physical, social/emotional and educational needs of children of the family.

Essential Selection Criteria

Experience:

- At least 3 years' experience in case management with young parents/and families, experiencing homelessness including sound knowledge of integrated case management theory and best practice principles for working with young parents.
- Understanding and knowledge of issues such as family restoration processes, child protection requirements, parenting and living skills, domestic and family violence, child abuse & neglect, mental health, drug and alcohol, budgeting.
- Ability to manage complex caseloads, effectively plan and prioritize work with multiple priorities.
- Demonstrated working knowledge of the youth sector, Out of Home Care system and protection agency protocols.
- Experience in the homelessness services field and Working knowledge of the Going Home Staying Home reform, program and guidelines.
- Demonstrated ability to utilise established referral pathways and use trauma-informed and strengths based approach and 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 Microsoft Office, Excel, Power Point and Access.
- Current Senior First Aid Certificate

Education

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

Or

- Equivalent experience in the field of practice

Desirable Selection Criteria

Experience working in the SHS and /or youth sector
Relevant degree or post graduate qualifications
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.

Applications close: 23 March 2020.

Launchpad provide a culturally safe and responsive workplace and Aboriginal and Torres Strait Islander people are strongly encouraged to apply.