

Information Pack

Casual Case Worker

Tamworth Youth Homelessness Support Service (Homelessness Services)

Dear Applicant,

Tamworth Family Support Service (TFSS) is looking for a casual case worker to be part of the Homelessness Services team. The Casual Case Worker position will assist young homeless people to break the cycle of homelessness as well as focus on those at risk of homelessness that can be supported to remain in long-term safe accommodation. The successful applicant will be able to work independently, and relate to young people with complex needs.

All staff are valued and respected, and are presented with genuine opportunities to develop to their full potential. TFSS also recognises the importance of a healthy work/life balance, and you will enjoy some flexibility in your working hours if required.

Included in the package you will find:

- The Job/Position Description
- Competencies and Outcomes required for the position

Please return your application(s) to:

Business Development Manager
Tamworth Family Support Service
P.O. Box 1088
TAMWORTH NSW 2340

Or by email to:

info@tfss.com.au

Please ensure that you include the following in your application(s):

- Your up to date resume, including three referees (a minimum of one must be from within the previous 3 years)
- A document titled "Selection Criteria" outlining how you meet each of the Competencies and Outcomes (Essential and Desirable Criteria) as listed in the position description for this position.

Selection for interview will be based on:

1. Applicants returning both of the above documents, and,
2. Applicants satisfactorily meeting each of the Competencies and Outcomes (Essential and Desirable Criteria).

For more information contact:

Joely Brennan
Homelessness Services Team Leader
Ph- 02 6763 2362

CLOSING DATE FOR APPLICATIONS:

Open until position is filled

Position Description	
1. Position Title	Casual Case Worker
2. Service	Homelessness Services
3. Program	Tamworth Youth Homelessness Support Service (TYHSS)
4. Location	Youth Refuge, 336 Armidale Road Tamworth
5. Reporting Manager/ Team Leader	Homelessness Services Manager / Team Leader Homelessness Services
6. Relevant Award(s)	Social, Community, Home Care and Disability Services Industry Award (MA000100)
7. Classification	Social and community services employee, Level 2
8. Position Terms	Casual

Competencies and Outcomes
<p>Essential:</p> <ul style="list-style-type: none"> I. Diploma of Youth Services or related field and/or demonstrated extensive work experience II. Demonstrated ability to undertake integrated case management III. Demonstrated high level of communication IV. Demonstrated ability to use initiative and be self directed V. Satisfactory Working With Children Check VI. Current Unrestricted Drivers Licence
<p>Desirable:</p> <ul style="list-style-type: none"> I. An understanding of the Tamworth Family Support Programs II. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines III. Understanding of the demographics and relevant issues within the geographical area of the program IV. Registered and comprehensively insured motor vehicle V. National Police Criminal History Check VI. First Aid Certificate

Tamworth Family Support Service Values
<p>TFSS Vision Thriving Communities, Endless Possibilities</p>
<p>Homelessness Services Supporting people to build positive futures</p>
<p>Mission We work toward achieving our vision through our purpose, which is to:</p> <ul style="list-style-type: none"> 1. Strengthen and improve social and personal well-being for individuals, families and communities; 2. Promote access, equality and social justice; and 3. Deliver services of quality and value.

Organisation Objectives

Tamworth Family Support Service (TFSS) is a non-government, community based organisation that has been delivering services to families in Tamworth since 1979. It has more than 80 staff across all programs, operating in Tamworth and surrounding areas including Quirindi, Manilla, Gunnedah, Narrabri and Barraba.

TFSS now comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of the Tamworth Family Support Service is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.

TFSS is supported by a set of values which guide the way we work, make decisions and provide services. We define these values as:

- Diversity: To accept and appreciate differences
- Integrity: To always act with honesty and professionalism
- Community: To have a sense of responsibility and contribution
- Leadership: To utilise our position to drive change
- Partnerships: To work collaboratively to deliver the best outcomes

Program and Position Objectives

To help these groups of homeless people (Men, Women, Families and Youth) to break the cycle of homelessness as well as focus on those at risk of homelessness that can be supported to remain in long-term safe accommodation.

Contribute to the achievement of these SHS Program outcomes:

- people who are at imminent risk of homelessness are identified and supported to remain safely in their existing housing, or to secure stable housing
- people who experience homelessness are rapidly and safely re-housed
- people who are in crisis are provided with safe and secure accommodation and supported to access stable housing
- people who are re-housed after becoming homeless are supported to stay housed
- deliver information, initial assessment, referral and support role for clients referred to or presenting at the service (when it is safe to do so).

Position Specific Functions

Key Performance Area	Expected Outcomes
Client-centred approach	<ul style="list-style-type: none"> • Commitment to a client-centred approach • Promoting client mutual obligations towards resolving and preventing their homelessness and having a range of opportunities for their input • promote awareness of the causes of homelessness and the early warning signs and factors indicating that a person may be at risk of becoming homeless • work closely with 'first-to-know' services to identify people at risk of becoming homeless • work in conjunction with relevant services to provide personal, emotional and practical support to help people at risk of becoming homeless to stay safely housed

Position Specific Functions	
Key Performance Area	Expected Outcomes
	<ul style="list-style-type: none"> work with others to promote innovative housing solutions facilitate access to income support, other financial help, legal and/or financial advice, family support and mediation services and tenancy advice and support services advocate on behalf of the client to help them access services and navigate the service system help a client to access education and employment opportunities and to build positive connections with family members where possible and with the broader community provide and facilitate access to post-crisis support to sustain people in their accommodation
Rapid re-housing	<ul style="list-style-type: none"> have collaborative arrangements with real estate agents and social housing providers that facilitate access to long-term accommodation assess clients within 24 hours of becoming homeless to determine whether a rapid re-housing service response is feasible and appropriate develop and commence implementing individual rapid re-housing case plans for suitable clients within 48 hours follow-up clients with their agreement after they have been housed to help them to sustain their tenancy.
Crises and Transition	<ul style="list-style-type: none"> provide safe short-term or medium term accommodation while the client's homelessness is resolved provide support to mitigate the impact of the immediate crisis help connect clients to other services; such as to employment education and training, and to positive and safe family and community networks work with clients towards exiting these temporary arrangements into safe and affordable long-term housing provide post-crisis support as required to help the client to stay housed after crisis
Intensive responses for clients with complex needs	<ul style="list-style-type: none"> provide intensive multi-disciplinary support needed for clients entrenched in homelessness provide a housing first approach based on helping clients access and establish permanent housing linked to intensive and integrated support provide assertive outreach, particularly to rough sleepers

Key Accountabilities		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Key Competencies	<ul style="list-style-type: none"> Build and maintain a professional rapport with each service program within TFSS Implement an understanding of the Children and Young Persons (Care & Protection) Act [1998] Prioritise to achieve the objectives of TFSS and the objectives of each program Provide appropriate communication based on the audience receiving 	As required

Key Accountabilities		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	<ul style="list-style-type: none"> Follow processes and systems to maintain accurate records. 	
Responsibilities	<p>A position at this level may include some of the following:</p> <ul style="list-style-type: none"> undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines; achieve outcomes which are clearly defined; respond to enquiries; assist senior employees with special projects; perform elementary tasks within a community service program requiring knowledge of established work practices and procedures relevant to the work area; provide secretarial support requiring the exercise of sound judgment, initiative, confidentiality and sensitivity in the performance of work; perform tasks of a sensitive nature including the provision of more than routine information, the receiving and accounting for moneys and assistance to clients; assist with administrative functions; implementing client skills and activities programmes under limited supervision either individually or as part of a team as part of the delivery of disability services 	As required
Skills, knowledge, experience, qualifications and/or training	<ul style="list-style-type: none"> basic skills in oral and written communication with clients and other members of the public; knowledge of established work practices and procedures relevant to the workplace; knowledge of policies relating to the workplace; application of techniques relevant to the workplace; developing knowledge of statutory requirements relevant to the workplace; understanding of basic computing concepts. 	As required
Organisational relationships	<ul style="list-style-type: none"> work under regular supervision, except where this level of supervision is not required by the nature of responsibilities undertaken (<i>see Responsibilities above</i>); provide limited guidance to a limited number of lower classified employees. 	As required
Finance and Administration	<ul style="list-style-type: none"> Accurately and objectively report feedback Ensure completion of timesheets and have them sent through to the Program Manager weekly Ensure all appropriate receipts and travel claims are sent through with time sheets 	Meets TFSS policies and procedures

Key Accountabilities		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Professional Development	<ul style="list-style-type: none"> Participate in supervision Assist management to identify employee's own professional development needs Attend relevant professional development opportunities in order to fulfil your role Participate in cultural competencies, training and activities Where required, provide in-house training to other Tamworth Family Support Service staff at the completion of training attended outside the service Actively participate in a service evaluation and staff appraisals, review of job descriptions Attend relevant meetings in relation to your role 	<p>Successful completion training courses</p> <p>Applied knowledge and skills in the workforce</p> <p>90%</p>
Workplace Standards	<ul style="list-style-type: none"> Understand and comply with Tamworth Family Support Service policies, procedures and workplace standards Maintain and ensure privacy and confidentiality Take active responsibility for your own well being in the workplace and gain assistance if required Use TFSS resources efficiently and effectively and treat them with due care Advise your manager or team leader of any obligations in relation to secondary employment Report any improper conduct Assist in the general maintenance, cleanliness and presentation of workplace facilities 	As per TFSS policies and procedures
Safety & Risk Management	<ul style="list-style-type: none"> Take reasonable care of your own health and safety Take reasonable care that your own acts or omissions do not adversely affect the health and safety of others Comply, so far as you are reasonably able, with reasonable instructions, policies and procedures to assist TFSS to comply with the Work Health and Safety Act Raise any concerns in relation to WHS with your Health and Safety Representative or Manager Report all accidents, incidents, injuries, hazards and equipment faults to your Supervisor, Manager or Health and Safety Representative immediately Report to work in a fit and proper condition, so that you are able to competently undertake your duties 	100% compliance as per Tamworth Family Support policies and procedures and relevant Legislation
Client Safety & Child Protection	<ul style="list-style-type: none"> Provide a safe, comfortable physical environment for clients and their children. As a mandatory reporter you have a legal obligation to report to the Community Services Helpline any incidences of child abuse and neglect or if you have reasonable grounds to suspect that a child is at risk of harm to children and/or young people. Report any misconduct committed by staff against a 	<p>As per Children's and Young Person's (Care and Protection) Act</p> <p>Chapter 16 A</p>

Key Accountabilities		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	person under 18 years <ul style="list-style-type: none"> • Ensure that your actions do not expose clients or children to harm • Assist in the reporting any complaints and investigation of all relevant issues as prescribed by the NSW Ombudsman Act 1974 (NSW) 	
Professionalism and Conduct	<ul style="list-style-type: none"> • Work as part of a team in delivering quality outcomes for TFSS • Maintain professional relationships with TFSS program, Funding Body/s, community at large and all relevant stakeholders 	Meets policy requirements
Complaints	<ul style="list-style-type: none"> • All complaints are acted on and handled within policy • Manager is aware of complaints ASAP 	Compliance with TFSS Policies and Procedures

Extent of Authority
<ul style="list-style-type: none"> • Act within policy and procedure • work outcomes are monitored; • have freedom to act within established guidelines; • solutions to problems may require the exercise of limited judgment, with guidance to be found in procedures, precedents and guidelines. Assistance will be available when problems occur.

Decisions that are Referred to your Direct Supervisor
<ul style="list-style-type: none"> • All issues that require a sign off/approval from the Senior Manager or Team Leader • Issues outside of policy guidelines • Complaints from families or service providers • Requests for new business from Funding Bodies • Complaints from Funding Bodies

Conditions of Employment:
<p>All TFSS workers are bound by the terms and conditions contained in the TFSS Letter of Engagement, the Position Description, the relevant Industrial Award(s), TFSS Policies, Procedures and the TFSS Code of Conduct, as amended and as endorsed by the TFSS Management Committee from time to time.</p> <p>It should be noted that you may need to perform other duties within your competence and knowledge as directed time to time to meet our operational needs, and that we reserve the right to vary the above Position Description at any time in response to the changing needs of the organisation.</p>

Employee's Signature

Dated

Employee's Name

Manager/General Manager's Signature

Dated

Manager/General Manager's Name