

Youth Worker: Crisis Accommodation

Section 1 – POSITION IDENTIFICATION

POSITION TITLE:	Youth Worker - Crisis Accommodation
REPORTS TO:	General Manager
DATE:	
AWARD & CLASSIFICATION	Community Services Industry Award

Section 2 – POSITION OUTLINE

This position of Youth Worker will be to work alongside the dayshift Duty Manager and to maintain Ebenezer Homes focus on and to improve the quality of:

- Client Case Management**
- SHIP data collection and client records**
- Daily duties of clients**

Section 3 – DUTIES OUTLINE

Client Case Management

- Ensuring that Ebenezer Home client case management policies and procedures are carried out, in particular:
 - Clients' Needs Assessment Interviews carried out within 48 hours of admission.
 - Support Plan development – establishing the needs of the client to work her way out of homelessness. Setting up achievable goals and tasks for the client and the staff to carry out during the following week.
 - Support Plan Review – review the tasks and goals that have been set on a weekly basis. Celebrate goals that have been achieved and set up new goals and tasks.
 - Linking clients with the required supports
 - Being available to talk to clients and build relationship and provide some degree of counselling in keeping with your experience
 - Early attention to the client's rent payment obligations
- Provide planning and management for exiting clients
- Other duties as requested by the Duty Manager or General Manager

SHIP Data Collection and Client Records

- Ensure that adequate accurate and good quality client notes are being recorded. Eg Notes that clearly show what has taken place with the client.
- To maintain the quality of data being collected on SHIP Client Management system. Client Contact details and survey forms are being completed and the data entered. Client exit data

is collected and entered.

Daily Duties

- Receiving new clients into the hostel in accordance with the established procedure.
- Supervise client's daily household chores. Ensure Daily routines are adhered to and daily checklist completed and faxed to admin
- Assist the Duty Manager with provisioning for the household.
- Taking clients for appointments.
- Answering phone and doing client Intake screening.
- Cleaning and preparing of vacant room for the next client. Washing of bed linen etc.

Section 5 – Terms of Employment & Rate of Pay

- Hours of work can be negotiated and changed depending on circumstances.
- Rate of pay and conditions as per the CSI Award – Crisis Accommodation Worker
- Employer Superannuation Guarantee contributions at 9.25% of ordinary time earnings
- Allowance paid for current First Aid Certificate \$0.37 per hour
- It is envisage that the Youth Worker, once trained on the job, would be available to do relief work for the Duty Managers on shift, filling in when they are on leave or on training.

Section 6 – APPROVAL

- (i) The details contained in this document are an accurate statement of the duties and responsibilities of this position.

Signature: _____

Date: _____

General Manager

- (ii) As the occupant of the position I have noted the statement of duties and responsibilities as detailed in this document.

Signature: _____

Date: _____

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