Sora
Community Services

Information Pack

Youth Homelessness Case Worker

Sora Community Services is seeking a Youth Homelessness Case Worker for the Tamworth Youth Homelessness Support Service, delivered under its Specialist Homelessness Services contract with the Department of Communities and Justice.

This frontline case management role supports young people aged 16–24 who are homeless or at risk of homelessness, including young parents and young people with complex needs, to stabilise their lives and build safer, stronger futures.

Working in a trauma-informed, youth-centred and strengths-based way, the Case Worker provides assessment, case planning, advocacy, outreach and coordinated referrals that support safe housing, wellbeing, education, training, employment and income support outcomes.
Sora values and respects staff, supports professional development and recognises the importance of a healthy work/life balance. Flexible hours or days may be considered for the right candidate.
Remuneration is paid at the Social and Community Services Employee Level 4 hourly rate, currently $46.70 to $50.25, depending on relevant skills, experience and pay point progression. Eligible staff may also access salary packaging up to $15,900 tax-free per annum.

Included in the package you will find:

- The Job/Position Description including the Competencies and Outcomes and Position Objectives.

Please return your application to: Human Resources
Sora Community Services
P.O. Box 1088
TAMWORTH NSW 2340
or via email to: applications@sora.org.au

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

- Your up-to-date resume, including three work-related referees (including one from your current manager) and,
- A cover letter outlining your suitability for the role and how you will meet the **Program and Position Objectives** as listed in the position description.

Selection for interview will be based on:

- Applicants returning the above documents, and satisfactorily demonstrating how they meet each of the Program and Position Objectives

We strongly encourage applications from Aboriginal and Torres Strait Islander people. We are committed to building a culturally safe and inclusive workplace and value the knowledge, perspectives and lived experiences First Nations people bring to our organisation.

Applications close when the position is filled

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Position Description	
1. Position Title	Youth Homelessness Case Worker
2. Service	Youth Homelessness
3. Program	Tamworth Youth Homelessness Support Service (TYHSS)
4. Location	Tamworth
5. Reporting Manager/ Team Leader	Manager – Homelessness and Domestic Violence Support
6. Award	Social, Community, Home Care and Disability Services Industry Award 2010 (MA000100)
7. Classification	Social and Community Services Employee, Level 4
8. Position Terms	76 hours per fortnight ongoing subject to funding
9. Probationary Period	6 months

Competencies and Outcomes

Essential

I. Prerequisites
- Relevant three or four year degree with appropriate experience in the community services field; or
- Relevant associate diploma or diploma with substantial relevant experience; or
- An equivalent combination of relevant knowledge, training and experience sufficient to undertake the range and complexity of Level 4 duties.

II. Demonstrated experience providing youth-centred case management to young people experiencing or at risk of homelessness, including young people with complex needs.

III. Ability to complete assessment, risk and safety planning, case planning, coordinated referrals, advocacy, practical support and outcome reviews.

IV. Working knowledge of housing and homelessness pathways, child protection, mandatory reporting, trauma-informed practice and professional boundaries.

V. Ability to exercise initiative and judgement, prioritise a caseload, solve moderately complex problems and work under general direction.

VI. Well-developed written, verbal and interpersonal communication skills, including accurate case notes, reports and stakeholder communication.

VII. Demonstrated ability to work respectfully and effectively with Aboriginal and Torres Strait Islander young people, culturally and linguistically diverse communities, LGBTQIA+ young people and young people with disability.

VIII. Ability to collaborate with housing providers, schools, health, mental health, alcohol and other drug, education, employment, income support, Youth Justice and community services.

IX. Current Working with Children Check and relevant National Police Check clearances.

X. Current driver licence.

Desirable

I. Relevant qualification in youth work, community services, social work or a related discipline.
II. Experience in Specialist Homelessness Services and knowledge of local housing and support pathways across the New England North West region.
III. First Aid Certificate
IV. Knowledge of Work Health and Safety, quality improvement and data collection requirements.

Organisation Objectives

Sora Community Services is a "for purpose", community-based organisation that has been delivering services to families in Tamworth since 1979. It has more than 100 staff across all programs, operating in the New England North West Region.

Sora Community Services comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of Sora Community Services is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.

Purpose

To build safer, stronger communities through inclusive pathways to opportunity

Sora Community Services Vision

Thriving Communities, Endless Possibilities

Sora Community Services Values

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

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

Program and Position Objectives

- The Youth Homelessness Case Worker contributes to the delivery of responsive, youth-centred homelessness services for young people aged 16–24 years, including young parents and young people with complex needs.
- Identify young people at imminent risk of homelessness and support them to remain safely housed or secure safe and stable accommodation.
- Provide prevention and early intervention, crisis response, rapid rehousing, transition support and post-crisis tenancy sustainment.
- Undertake comprehensive assessment and develop, implement and review individual case plans with young people.
- Provide assertive outreach and engage young people who are sleeping rough or disconnected from services.
- Coordinate supports across housing, health, mental health, alcohol and other drugs, education, training, employment, income support, legal and family services.

Program and Position Objectives
• Support young people leaving care, custody, hospital or other institutions to plan safe exits and avoid homelessness. • Advocate for young people and facilitate warm referrals, case coordination and access to brokerage in line with program guidelines and delegated authority. • Work collaboratively with Aboriginal organisations and communities to provide culturally safe and responsive support. • Maintain accurate, timely and confidential client records and contribute to program reporting, service evaluation and continuous improvement.

Position Specific Function		
Key Performance Area	**Expected Outcomes**	**Key Performance Indicator/s**
Key Competencies	• Engage young people using youth-centred, trauma-informed, strengths-based and culturally safe practice. • Build and maintain professional rapport while maintaining clear boundaries and informed consent. • Apply relevant child protection, privacy, information-sharing and duty-of-care requirements. • Communicate appropriately with young people, families, colleagues and external stakeholders. • Maintain accurate, objective and timely records in accordance with organisational and funding requirements.	As per Sora Community Services policies and procedures
Responsibilities	Under general direction, the position will: • Manage an allocated caseload and undertake comprehensive assessment of housing, safety, wellbeing and support needs. • Develop, implement, monitor and review individual case plans with clear goals, actions, responsibilities and timeframes. • Exercise initiative and judgement when established procedures do not fully address a young person's circumstances, escalating matters outside delegation. • Coordinate services and facilitate case conferences where required within delegated authority. • Provide advocacy, practical assistance, warm referrals and brokerage support within approved guidelines. • Undertake outreach across Tamworth and surrounding communities and participate in service activities that identify and respond to rough sleeping.	As per Sora Community Services policies and procedures

Position Specific Function		
Key Performance Area	**Expected Outcomes**	**Key Performance Indicator/s**
	• Contribute specialist youth homelessness knowledge to team planning, service development and continuous improvement. • Provide guidance or task support to less experienced employees, students or volunteers where allocated, without holding formal line-management responsibility • Build effective working relationships with social and community housing providers, real estate agents, schools, Youth Justice, health and specialist services. • Support access to education, training, employment, income support, identification documents, health care and independent living skills. • Complete risk assessments, safety plans, incident reports and mandatory reports promptly and accurately. • Monitor progress against case plan outcomes and adjust support intensity in consultation with the young person and Manager. • Participate in program data collection, evaluation, stakeholder meetings and local service-network activities. • Contribute to elementary projects or service initiatives and assist senior employees with planning and coordination.	
Workplace Standards	• Comply with the Quality Improvement requirements; • Promote and demonstrate a commitment to continuous improvement across Sora Community Services; • Understand and comply with Sora Community Services policies, procedures, and workplace standards; • Maintain and ensure privacy and confidentiality • Take active responsibility for your own wellbeing in the workplace and gain assistance if required; • Use Sora Community Services resources efficiently and effectively and treat them with due care; • Advise your Manager of any obligations in relation to secondary employment;	As per Sora Community Services policies and procedures

Position Specific Function		
Key Performance Area	**Expected Outcomes**	**Key Performance Indicator/s**
	• Report any improper conduct; • Assist in the general maintenance, cleanliness, and presentation of workplace facilities.	
Skills, knowledge, experience, qualifications and/or training	• Sound knowledge of youth homelessness, adolescent development, trauma, housing pathways and barriers affecting young people. • Working knowledge of relevant statutory, contractual and organisational requirements. • Sound discipline knowledge gained through qualifications, training and relevant experience. • Ability to undertake moderately complex case work, apply established principles and adapt responses to individual circumstances. • Competence in electronic client-management systems, report writing and standard office applications.	As required
Organisational relationships	• Works under general direction from the Manager – Homelessness and Domestic Violence Support. • Operates as a member of a multidisciplinary team and exercises initiative within established program objectives, policies and delegated authority. • May provide task guidance to lower-classified employees, students or volunteers where required.	As required
Finance and Administration	• Accurately and objectively report feedback; • Ensure completion of timesheets and have them sent through to the Manager weekly/fortnightly; • Ensure all appropriate receipts and travel claims are sent through with time sheets.	As per Sora Community Services policies and procedures
Professional Development	• Actively participate in 1:1/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;	Successful completion training courses

Position Specific Function		
Key Performance Area	**Expected Outcomes**	**Key Performance Indicator/s**
	• Where required, share relevant information or learning with other Sora Community Services staff following external training, without responsibility for formal workforce training, performance management or ongoing supervision; • Actively participate in evaluation and staff appraisals, review of job descriptions; • Attend relevant meetings in relation to your role.	Applied knowledge and skills in the workforce
Safety & Risk Management	• 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 Sora Community Services 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 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.	As per Sora Community Services policies and procedures
Client Safety & Child Protection	• Provide a physically and psychologically safe, youth-friendly and culturally safe service environment. • Identify, respond to and report child safety, wellbeing and risk concerns in accordance with legislation and Sora Community Services procedures. • Fulfil mandatory reporting and reportable conduct obligations and participate in information sharing where authorised. • Maintain professional boundaries and ensure actions and decisions do not expose young people or others to avoidable harm. • Escalate immediate safety concerns and critical incidents without delay.	As per Children's and Young Person's (Care and Protection) Act Chapter 16 A

Position Specific Function		
Key Performance Area	**Expected Outcomes**	**Key Performance Indicator/s**
Professionalism and Conduct	• Work as part of a team in delivering quality outcomes for Sora Community Services; • Maintain professional relationships with Sora Community Services program, Funding Body/s, community at large and all relevant stakeholders.	As per Sora Community Services policies and procedures
Complaints	• All complaints are acted on and handled within policy; • Manager is aware of complaints immediately.	Compliance with Sora Community Services Policies and Procedures

Extent of Authority
• Act within Sora Community Services policies, program guidelines, approved budgets and delegated authority. • Exercise initiative and judgement in managing a caseload and selecting appropriate established methods and service responses. • Adapt work methods where procedures are not clearly defined, provided decisions remain within organisational objectives and professional scope. • Access supervision and managerial guidance for complex, high-risk, novel or sensitive matters.

Decisions that are Referred to your Direct Manager
• Immediate or significant risks to a young person, child or other person. • Matters requiring statutory notification, formal organisational approval or expenditure outside delegation. • Decisions outside policy, program guidelines, professional scope or established practice. • Serious complaints, incidents, privacy breaches, conflicts of interest or allegations of misconduct. • Matters likely to create significant legal, financial, reputational or service-delivery risk.

Conditions of Employment:
All Sora Community Services workers are bound by the terms and conditions contained in the Sora Community Services Letter of Engagement, the Position Description, the relevant Industrial Award(s), Sora Community Services Policies, Procedures and the Sora Community Services Code of Conduct, as amended and as endorsed by the Sora Community Services Board from time to time. 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.

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Employee's Signature

Dated

Employee's Name

CEO/Manager's Signature

Dated

CEO/Manager's Name