

# Job Description – Team Member

## Youth Outreach Case Manager - Southern Homeless Youth Assistance Program



**Directorate:** Operations  
**Reports to:** Southern Area Manager  
**State:** Victoria  
**Direct Reports:** 0 In-direct Reports

**Award:** SCHADS  
**Reviewed:** August 2021

*Whitelion acknowledges the traditional owners and custodians of the land on which it is situated and we pay respect to their elders past and present. Whitelion is committed to providing a safe environment for all people, regardless of their age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity.*

### About us

At Whitelion Youth we have a vision of a world where no young person is left behind, where all young people have the right to equitable opportunities and can reach their full potential. Everyday our staff and volunteers work with vulnerable, high risk young people who have been impacted by the justice system, out of home care, homelessness or complex and chronic disadvantage and we support them to build positive community connections and meaningful pathways to work.

As a team of staff and volunteers we are committed to always turning up and doing our best, we deliver on our commitments and we contribute to an inclusive and welcoming environment where everyone can belong. You can find out more by accessing Strategy 2023 [here](#).

### About the role

As a Youth Outreach Case Manager, you are responsible for delivering strong outreach and holistic case management support for at-risk and vulnerable young people who are homeless or at risk of homelessness across the Frankston, Mornington Peninsula, Dandenong and Casey areas.

You will work within an integrated services setting that is place focused within the Southern Region to contribute towards enhanced outcomes for young people within their own communities. You will focus on access and navigation to services and support initiatives, early intervention and prevention strategies and links to broader health, welfare, education, employment and alcohol and other drugs (A&OD) service systems.

You are central to the day to day delivery of Southern Homeless Youth Assistance Program within the framework of Whitelion's strategy that is ensuring all young people receive equitable opportunities to reach their potential.



## Role responsibilities

- Provide high quality youth support services for a set caseload of young people including intake and assessment, advocacy, case management, outreach and supported referrals.
- Work with young people to develop individual case plans within a case management framework and utilizing a strengths-based approach.
- Establish and maintain strong engagement with young people throughout the case management cycle.
- Support young people with budgeting needs and life skills as well as empowering to identify education and employment pathways with the objective of moving towards a healthier, safer and positive lifestyle.
- Work effectively in partnership and collaboration with key external stakeholders, service providers and local community groups including attending local events and activities to build Whitelion's relationships and reputation.
- Engage in identifying service gaps and developing appropriate responses specific to Frankston and Mornington Peninsula regions.
- Ensure all case notes and record requirements are accurate and delivered on time.
- Prepare and deliver all required monthly program reporting (subject to service agreement) as well as evaluation processes within required timeframe.
- Contribute to Whitelion practice improvements through involvement of internal Communities of Practice and other reflective practice opportunities.
- Work within all Whitelion Health and Safety policies and guidelines.

## Role requirements

### Experience

- Experience and knowledge in case management and individual support and assessment with emphasis on trauma-informed practice, family and individual functioning and adolescent development.
- Sound understanding of case management practice aligned with the YACVIC Code of Ethics
- Experienced in advising young people on budgeting needs, life skills as well as helping them to identify education, training and employment pathways.
- Knowledge of the housing and homelessness services system would be an advantage.
- An understanding of the support needs of young people experiencing homelessness and/or family breakdown.
- Knowledge of the interface between Statutory and Community Services and working within multi-disciplinary settings.
- Experience working in a community setting and building strong relationships with young people, government bodies and other service providers.
- Ability to work effectively independently and as part of a team delivering integrated services within the region.
- Excellent verbal and written communication skills.
- Computer literacy skills and ability to use a range of database system platforms.

## Qualifications

- Relevant tertiary qualification in social work, psychology, youth work, community development or related discipline and demonstrated experience in this area or related fields.
- Current Working with Children card
- Current criminal history check
- First Aid Certificate

## Personal Competencies

The values and behaviours that demonstrate how Whitelion people think and act:

**Collaboration:** You are open to working closely with your teammates to help each other achieve quality outcomes, and to support each other's safety and wellbeing.

**Committed:** You bring positivity, focus and energy to your work and get inspired by achieving quality outcomes in all parts of your role. You are resilient and see setbacks as opportunities for growth and development.

**Accountable:** You do what you say you are going to do. You can work independently, prioritise and manage multiple tasks and know how to speak up if you need help with delivering to agreed deadlines.

**Inclusive:** You work hard to educate yourself on what it takes to create a truly inclusive culture, and you value the experiences and alternative views of those around you. You believe that diversity leads to success.

## General conditions

All Whitelion staff and volunteers must also adhere to the following requirements:

- Whitelion is committed to preventing any danger to children and young people who engage with our services. We do this by constantly working on creating a safe, empowering and respectful culture.
- All reasonable Health and Safety guidelines, policies and directions.
- Demonstrate the skills and knowledge to work with Aboriginal and Torres Strait Islander people in a culturally safe way.