

## Position Description

Position	Youth Housing Facilitator
Employer	Blue Sky Community Services
Reports to	Team Leader: Families, Young People and Communities
Responsible to	Program Manager: Families, Young People and Communities
Organisational Team	This position sits within the service delivery stream of the organisation within the Families, Young People and Communities team.
Positional Context	<p>Blue Sky Community services is a not-for-profit, values-based social purpose organisation, delivering a range of capacity-building services for people and communities within our geographic footprint. We have an enviable and kind workplace culture where every staff member, and the work they do, matters. Our vision of supporting people to thrive and creating communities where everyone belongs, is applied to our workforce and workplace, as well as to the people we provide service to.</p> <p>This position is funded by the NSW Department of Communities and Justice under the Specialist Homelessness Service program. The SHS program's primary objective is to ensure people who are experiencing homelessness, or who are at risk of homelessness, are supported to achieve safe and stable housing in the community.</p> <p>This position works out of Blue Sky's Groundworks Youth and Family Hub, located in Coffs Harbour. The role also entails outreach to Nambucca and Bellingen Local Government Areas.</p>
Position Overview	<p>The Youth Housing Facilitator:</p> <ul style="list-style-type: none"> <li>• plays a pivotal role in delivering the Momentum Youth Housing Program, supporting young people who are homeless, or at risk of homelessness, to find and maintain secure accommodation and to build their skills and capacities to enhance their independence, wellbeing and safety</li> <li>• provides holistic support to the needs of young people aged 17-24 experiencing homelessness or who are at risk of homelessness</li> <li>• delivers intake, assessment and support to young people experiencing vulnerabilities to address and minimise the impact of ongoing factors that lead to homelessness</li> <li>• provides a range of individualised supports, including case management, accommodation assistance, access to life skills training, information, referrals, advocacy and participant-centred goal planning.</li> </ul>

Qualifications and Experience	Relevant qualifications, skills and/or experience that are transferable to performing the role to a high standard.
Key Organisational Competencies	<ul style="list-style-type: none"> <li>- Vision and values alignment</li> <li>- Risk management and safety</li> <li>- Communication and interpersonal skills</li> <li>- Relationship management and teamwork</li> <li>- Compliance and accountability</li> <li>- Quality and continuous improvement</li> <li>- Knowledge and practice</li> </ul>
Positional Competencies	<ul style="list-style-type: none"> <li>- Service outcome and output achievement</li> <li>- Culturally-responsive trauma-informed practice, strengths-based interventions</li> <li>- Child-safe and child-friendly practice</li> <li>- Reporting compliance</li> <li>- Resourcing</li> <li>- Practice alignment</li> <li>- Evidence-based practice</li> <li>- Cultural practice</li> <li>- Participant practice</li> <li>- Community development practice</li> <li>- Sector support and development practice</li> <li>- Budget management</li> <li>- KPI Achievement</li> </ul>

*Blue Sky Community Services places high value on creating a workplace where everyone belongs and is valued. We are committed to social inclusion and acknowledge and value diversity. We believe that the makeup of our workplace should reflect the diversity of the communities we work within. We therefore strongly encourage people from diverse backgrounds and cultures, and people who have lived experience of disability, to work with us.*

## Organisational Competencies

### Organisational Alignment

Values and Culture Alignment	Demonstrates behaviour, attitudes and practice that are in strong alignment with the organisation's vision, values and code of conduct.
Compliance	Complies with organisational policies, procedures, delegations of authority and systems.

### Professionalism

Professional Standards and accountability	Demonstrates professional behaviour, standards and accountability.
Professional Obligations	Demonstrates a sound understanding of, and complies with, professional obligations and duty of care, including complying with privacy obligations.

## Effective Working Skills

Record Keeping and Reporting	Complies with positional record keeping, documentation and reporting obligations to required timeframes.
Time and Resource Management	Demonstrates very good organisational, prioritisation, time and resource management skills.
Technology	Demonstrates confidence and competence in using the technology required in the role.

## Safety and Risk Management

Work Health and Safety Compliance	Consistently complies with work, health and safety and risk management obligations, instructions, policies and procedures and systems.
Workplace Safety	Demonstrates a zero tolerance of bullying, harassment and discrimination.
Child Safety	Adheres to Child Safe Standards, practices and national Child Safety principles.

## Effective Communication

Communication	Demonstrates very effective communication skills.
Emotional Management	Demonstrates very good emotional intelligence and emotional regulation.

## Relationship Management

Internal Relationship Management	Demonstrates very good relational, interpersonal and team work skills.
External Relationship Management	Builds and maintains strong, positive and beneficial stakeholder relationships.
Participant Relationship Management	Establishes and maintains effective and professional working relationships and boundaries with participants.
Customer Service	Demonstrates excellent customer service.

## Continual Improvement and Development

Continual Learning and Development	Demonstrates continuous learning and development.
Continuous Quality Improvement	Demonstrates continuous quality improvement.
Feedback and Complaints	Demonstrates effective complaints and feedback handling.

Service Evaluation	Actively contributes to organisational and service evaluation and feedback processes.
Change Adaption	Keeps abreast of changes, and proactively and positively adapts to change.

### Knowledge and Practice

Evidence-based Knowledge and Practice	Demonstrates sound working knowledge of underpinning knowledge and practice of service being delivered.
Inclusive Knowledge and Practice	Demonstrates a strong commitment to human rights. Fosters inclusion. Demonstrates cultural competence.
Outcome and Output Achievement	Achieves or exceeds positional outcomes and outputs and key performance indicators to required timeframes.

### Positional Competencies

Output and Outcome Achievement	<ul style="list-style-type: none"> <li>- Achieves required service outcomes and outputs (as outlined separately and as varied from time to time) to a very good standard of quality to required timeframes.</li> </ul>
Reporting Compliance	<ul style="list-style-type: none"> <li>- Complies with positional reporting requirements to deadlines and to the expected standard of quality</li> <li>- Ensures achievement of KPIs and continuity of service provision, from working in close collaboration with the other Youth Housing Facilitators.</li> </ul>
Resourcing	<ul style="list-style-type: none"> <li>- Resources line manager with information, reports, data and other support as requested.</li> </ul>
Practice Alignment	<ul style="list-style-type: none"> <li>- Is cognisant of, and demonstrates the application of, relevant standards, practice guidelines and other guiding information within work performed.</li> </ul>
Evidence-based Practice	<ul style="list-style-type: none"> <li>- Demonstrates a sound understanding and application of the underpinning service evidence base within work performed.</li> </ul>
Cultural Practice	<ul style="list-style-type: none"> <li>- Ensures services are culturally accessible, safe and appropriate for diverse populations.</li> </ul>

Participant Practice	<ul style="list-style-type: none"><li>- Works with participants in person/by telephone or email, to identify their needs, priorities, goals and aspirations and designs; delivers and evaluates programs to build the skills and capacities of participants.</li><li>- Works with participants who have complex needs and changing circumstances.</li><li>- Creates a safe and inclusive environment for young people, provides high quality service, positive guidance and support, advice and appropriate referrals.</li><li>- Supports participants to achieve their goals or aspirations through provision of quality service.</li><li>- Provides direct support to participants, including assistance with housing applications and other documents, transporting and accompanying participants to appointments, and other services, attending case conferences, court and assisting with moving into/vacating tenancies.</li><li>- Provides information to participants about their rights and responsibilities including their right to privacy, to give consent and to make a complaint.</li><li>- Supports and advocates for young people and priority groups who may experience disadvantage, vulnerability and other barriers to inclusion and community engagement.</li><li>- Demonstrates sensitivity and respect for diversity and respects participant confidentiality and dignity.</li><li>- Maintains up-to-date participant records and participant notes that are well written, strengths based, factual, objective, clear, succinct and relevant.</li><li>- Develops and utilises strong mainstream and Community Services relationships and knowledge to optimise participant and community outcomes, enhance community access and inclusion, to create successful linkages/connections and link participants to services/supports where needed.</li><li>- Monitors and evaluates service activities against participant and program outcomes, to support practice that is informed by evidence.</li><li>- Applies organisational practice models, procedures and relevant legislation when working with participants.</li><li>- Builds knowledge of participant issues and requirements to improve practice.</li><li>- Assists with youth activities, workshops and a range of activities, including activities delivered during Youth Week and school holidays.</li><li>- Assists with support groups for young people who may experience a range of vulnerabilities.</li></ul>
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