

POSITION TITLE	Youth Transitional Worker
REPORTS TO	Team Leader – Transitional Support Services
LOCATION	Lilydale
KEY CONTACTS	Other Agency Staff Client Families Relevant government and community agencies Other Agency Stakeholders

### About Anchor

Anchor has a long history of providing services:

- for children and young people unable to live with their family
- to young people who are at risk
- to individuals and families who are experiencing housing stress or homelessness.

More information is available at <https://www.anchor.org.au/>

<b>Vision</b>	Every child, young person and family can overcome disadvantage and achieve their full potential
<b>Purpose</b>	To ensure every child, young person and family experiencing disadvantage can obtain the support they need to have a safe and stable home, thrive and achieve their goals in life
<b>Values</b>	<p><b>Empowerment</b> – we enhance people's ability to use their own resources and capacities to solve problems and pursue goals</p> <p><b>Diversity</b> – we treat people fairly and are committed to ensuring cultural safety</p> <p><b>Excellence</b> – we work to exceed expectations through continuous learning and improvement</p>

### About Transitional Support Services

Anchor's integrated approach addresses often complex needs and circumstances so that people experiencing or at risk of homelessness, can learn, develop, and thrive. We provide a thorough assessment and planning process to identify needs, promote health and welling being to tailor support. The case management team provides:

- Holistic case management to support our families and singles in Transitional Housing.
- Case plans and goal setting
- Private rental and Victorian Housing Register applications
- Specialist Referrals
- Support with funding applications.

Anchor prides itself on working from the theoretical frameworks underpinning Advantaged Thinking, Trauma Informed Practice and strengths-based case management where the voice of clients and families are considered a priority to informing our practice and service development.

### Position summary

This is a key role contributing to Anchor's purpose of making it possible for people to attain a safe, secure and stable home and will support Anchor's values, vision and goals. The Youth Transitional

Worker works respectfully with young people and families to ensure that the services provided are culturally informed and safe. Their work with clients focuses on the needs of the client and includes the client voice.

The Youth Transitional Worker is expected to work within the policies and philosophical framework of Anchor, and to adhere to the highest professional and ethical standards when performing the duties of the position.

People in this role are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination.

### Accountabilities

The primary accountabilities of the role are as follows but not limited to:

- Provide support to youth and youth families placed in Transitional Housing, including advocacy and accessing specialist services
- Assist youth and youth families to access accommodation options appropriate to their needs
- Engage with Anchor's internal youth programs and crisis response team to ensure a continuity of service for clients
- Engage with community stakeholders to provide education and facilitate early intervention strategies
- Work directly with community assets to provide enhanced opportunities for all Anchor youth clients
- Develop training and resources to assist clients in completing their education and building the skills they need to live independently
- Maintain accurate, comprehensive participant records and statistical data in accordance with Anchor's policies
- Remain informed of relevant changes within the sector and client groups as well as government funding, standards and policies
- Other duties, as directed by the Team Leader– Transitional Support Services.

### Anchor's Capability Framework

The Anchor Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment. These capabilities work together to provide an understanding of the knowledge, skills and abilities required of staff in this role.

### Key Capabilities

<b>Client Focus:</b> Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs.	<b>Innovation and Creativity</b> Demonstrates initiative and enterprise and supports others to work more effectively.
<b>Autonomy:</b> Manages time and uses tools effectively to assist with planning and organising, referring to supervisors as required.	<b>Empowerment:</b> Enhances people's ability to use their own resources and capacities to solve problems and achieve goals.
<b>Nurtures Relationships</b> Builds and sustains positive relationships with team members, stakeholders and clients. Anticipates and is responsive to client and stakeholder needs and expectations	<b>Embraces Diversity:</b> Effectively engages people from diverse backgrounds in the workplace and community by seeking out and including diverse perspectives.
<b>Advocacy:</b> Advocates for clients to advance their interests in line with Anchor's objectives	

### Inherent requirements of Work Activities/Environment

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage changing workloads, competing priorities and demands	Daily
	Work in a team environment, supporting team members always	Daily
	Work in different geographic locations	Regular
	Be exposed to all outdoor weather conditions	Regular
	Work in unstructured environments	Regular
	Work irregular hours, including after hours	Occasional
	Work in buildings which may be two-storey	Regular
	Work in open plan office	Regular
	Sit at a computer or in meetings for an extended period, concentrating for long periods of time	Regular
<b>People Contact</b>	Work closely with clients to support them	Daily
	Work closely with Team Leader and teams	Daily
	Liaise with other agency staff	Regular
	Advocate on behalf of clients	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, significant others, family members, advocates, doctors, police	Regular
	Engage with appropriate community networks and consultation opportunities to enable better service delivery	Regular
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: completing participant records, preparing routine reports, processing invoices, complete funding applications and subsequent management of funds.	Daily
	Use technology including computers, telephones/mobiles, conferencing technology such as Microsoft Teams/WebEx and Zoom and a range of databases and software.	Daily
<b>Transport</b>	Drive vehicles, possibly over long distances and in all traffic and weather conditions	Regular
	Drive vehicles with possible distractions from client behavior, verbal or physical	Occasional

### Mandatory and Licences

- Diploma or tertiary qualification in Social Work, Psychology, and/or Welfare, together with relevant workplace experience which includes providing support to young people experiencing homelessness
- Completion of a Criminal History Check and Working With Children Check on commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- Level 2 First Aid Certificate, or the willingness to undertake gain the qualification
- Current Victorian driver's licence.

### Skills, experience and knowledge

- Demonstrated working with disadvantaged youth, youth counselling, youth justice or with a Council youth team
- Knowledge of the services, processes and networks that are needed and utilised by Anchor's client group in the relevant region
- Knowledge and experience related to youth development

- Highly effective interpersonal and communication skills
- Strong organisational skills and the ability to set priorities within the context of competing demands
- Demonstrated ability to work flexibly, independently and co-operatively in a dynamic team environment
- Willingness to work within the Agency's philosophy and values
- Computer literacy including Microsoft Office suite and Anchor systems.

**Expected behaviours for all Anchor staff**

- Acts in accordance with Anchor's code of conduct, and is committed to Anchor's vision, purpose and values
- Acts in accordance with Anchor's health and safety policy and management system
- Values and promotes inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities
- Abides by the Child Safe Policy and requirements in meeting the Victorian Child Safety Standards, a legislated amendment under the Child Safety Act 2005
- Demonstrates a customer focus by prioritising the needs and outcomes of staff and clients
- Acts in a manner consistent with Anchor's policies, including social inclusion, equal opportunity, privacy and confidentiality
- Contributes to a workplace environment which supports peers, develops teamwork and collaboration and positively contributes to group activities
- Participates in staff meetings, program planning, professional development sessions and service planning meetings
- Participates in formal supervision processes, probationary and annual performance appraisals
- Contributes to innovation and continuous improvement
- Successfully completes all mandatory training in a timely manner, to support high quality, safe and effective service delivery.

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I understand the role, duties, accountabilities and outcomes required to successfully meet the inherent requirements of this position.

<b>Employee Name</b>	
<b>Employee Signature</b>	
<b>Date</b>	