

About Brisbane Youth Service

Thank you for your interest in the **Young Women's Housing Support Worker** position with Brisbane Youth Service!

Brisbane Youth Service (BYS) has worked with homeless and vulnerable young people (aged 12 to 25 years) and young families in Brisbane and surrounding areas since 1977.

A leader in the community services industry, BYS provides housing, physical and mental health services as well as specialist programs for young women and young families, to assist them to overcome challenges and achieve life goals. BYS uses a client-centred, strengths-based practice approach when working with young people.

BYS supports each young person to identify their goals and holistically address the range of challenges they face. Even with brief support from BYS, most young people can move out of crisis and towards a better future.

Through research and evaluation programs, BYS builds knowledge to develop innovative supports, improve outcomes, and to raise awareness of issues impacting vulnerable young people in our community.

Currently, we have almost a hundred staff operating across six locations around Brisbane.

Our Vision

New futures for young people

Our Values (R.O.A.R)

Respect
Optimism
Accountability
Resilience

Our Commitment

To promote a just society for young people



88%

of young people told us that they are **happy that workers listen to them and they have a say** in their support at BYS.

Employee Value Proposition

We value our people

We value our people and the contribution they make to the community and the lives of the young people we support. That's why we have invested in our Employee Value Proposition, to make our employees' experience a memorable and rewarding one.

By joining us at Brisbane Youth Service (BYS), you will benefit from the following:

- Additional annual leave (5+ weeks pro rata)
- Warm, friendly, and values-driven culture
- Generous salary packaging options
- Long service leave entitlement after five years' continuous service
- Annual professional development budget
- Career development opportunities
- Flexible working arrangements
- Paid study leave and parental leave to eligible employees

Why our employees stay with BYS:

1. **Meaning:** "Our work positively supports and changes young people's lives and that gives me a sense of purpose."
2. **Team:** "I work with a great team who treat me with respect and genuinely care about me. We share the same goals and provide each other with feedback and support to achieve them."
3. **Flexibility:** "I have the flexibility to work the hours that meet my personal and family needs."
4. **Role:** "I have the autonomy to complete interesting and challenging work tasks."
5. **BYS mission, vision, and values:** "We live and breathe BYS's purpose, vision and values by putting young people at the centre of our decisions and how we work."
6. **Development:** "My manager is supportive of my professional development."

WHAT YOUNG PEOPLE SAY ABOUT BYS

“ You were there for us when no one else was and **100% always had our backs.** You helped us to create a real home for our little family. ”

“ I was homeless and had no one else to rely on, BYS provided me with **reliable consistent support** to help me back on my feet. ”



Young Women’s Housing Support Worker

Position Description

Position Title:	Young Women’s Housing Support Worker		
Program/Team:	Housing and Tenancy Support		
Employment Type & Hours:	Part time 60 hours per fortnight (4-days per week) for 9-12 month contract		
Award Conditions:	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	Remuneration:	Level 4
Working From:	Winstanley Street, Carina and /or other BYS offices		
Reporting Relationships:	Reports to the Housing & Tenancy Manager		
Qualifying Period:	6 months		
Primary Purpose of Position:	The Young Women’s Housing Support Worker provides planned support to young women including BYS tenants. Young women are assisted to successfully sustain their tenancy or to transition to more appropriate accommodation. This position works collaboratively with other teams within BYS and the broader community to effectively respond to issues associated with homelessness.		
SELECTION CRITERIA - Applicants shall be assessed against these selection criteria. Applicants need to provide written responses to the selection criteria below of not more than two [2] pages in total.			
Selection Criteria:	<ol style="list-style-type: none"> 1. An understanding of, and commitment to, BYS’s vision and objectives and the demonstrated experience working within a strengths-based and trauma informed practice framework; 2. Demonstrated experience working holistically with vulnerable young people, using brief solution focussed crisis interventions and ongoing case managed support, and supporting young people to transition to independence; 3. Demonstrated understanding of a gendered analysis of domestic and family violence involving young women and their accompanying children and an ability to support young women to understand, manage and navigate their experience of domestic and family violence; 4. Demonstrated understanding of the roles and responsibilities of a community housing provider in accordance with the National Regulatory System of Community Housing [NRSCH]; 5. Strong organisational and planning skills and the ability to work independently and contribute positively within a team; 6. Demonstrated effective communication skills, including strong interpersonal skills and written skills and the ability to advocate on behalf of others; 7. Demonstrated experience developing networks and collaborative relationships with internal and external stakeholders, including government and community service providers. 		
Education, Qualifications, Requirements [Mandatory]:	<ul style="list-style-type: none"> • A tertiary qualification in Social Work, Psychology, Social Sciences OR substantial demonstrated experience in a related field; • Current Queensland driver’s license; • Working with Children Suitability Card [Blue Card] / willingness to obtain a Blue Card prior to commencement; • Evidence of vaccination, immunity, or medical exemption for the following preventable diseases prior to commencement: Measles, Mumps, Rubella and 		

	<p>Varicella [Chicken Pox]; Pertussis [Whooping Cough]; Hepatitis B [health team workers only] and COVID-19;</p> <ul style="list-style-type: none"> • Three relevant references, including most recent Manager, if relevant.
Skills & Experience:	<ul style="list-style-type: none"> • Self-reflective and critical thinking skills; • Ability to support young people, particularly young women with a focus on housing and tenancy sustainment. • Conducting assessments of a young women’s situation and support needs, including suicide risk assessments; • Experience of working with young women and their accompanying children where domestic and family violence has impacted on their tenancies; • Experience working in a multi-disciplinary team and contributing to positive outcomes for young people; • Ability to develop networks and collaborative relationships with external providers.
Personal Attributes:	<ul style="list-style-type: none"> • Ability to stay calm under pressure; • Personal drive and integrity; • Consultative and collaborative working attitude; • Flexible, initiative, collaborative, inclusive, respectful, ethical, accountable; • Commitment to a learning culture and ongoing professional development.
KEY RESULT AREAS – Roles and Responsibilities	
Service Delivery:	<ul style="list-style-type: none"> • Complete thorough assessments and provide brief solution focussed interventions with young women to assess their needs and provide support; • Provide young women with support and education around domestic and family violence including assisting them to navigate DV specialist support and legal systems; • Provide tenancy sustainment support to young women where there has been, or is currently, domestic and/or family violence occurring; • Support young women with housing, legal, mental health, employment, education and training goals, and social activities; • Facilitate young women’s ability to self-identify and manage solutions and to transition from formal support, where appropriate; • Work collaboratively, including with housing providers and tenancy managers, to support young people to achieve their goals and sustain tenancies; • Provide centre based, outreach and offsite support (including home visits) to young women being supported in BYS housing; • Transport groups and individuals to appointments, meetings, and any other activities as required; • Participate in quantitative and qualitative data collection, analysis and critical reflection to support BYS continual quality improvement, research and evaluation processes; • Participate in staff meetings and organisational planning to contribute to the monitoring and development of BYS programs and services; • Develop collaborative relationships with colleagues in the organisation, including in a multi-disciplinary team; • Develop partnerships with external providers, particularly housing providers; • Undertake any other tasks as required.
People, Culture, Safety:	<ul style="list-style-type: none"> • Contribute to a culture of respect, optimism, accountability and resilience in line with organisational values; • Collect and maintain accurate client data, to contribute to monitoring, evaluation and reporting on program performance; • Participate in supervision, team meetings and performance reviews; • Identify and participate in professional development opportunities; • Where agreed with the Manager, supervise students, project staff and volunteers;

	<ul style="list-style-type: none"> • Protect and promote the rights of children and young people, including making decisions compatible with the <i>Human Rights Act 2019</i>; and responding to and reporting suspicions and disclosures of abuse or harm; • Ensure a healthy and safe workplace for all by adhering to BYS Work Health and Safety Policy, Procedures and Practices.
Administration:	<ul style="list-style-type: none"> • Undertake all administrative functions relating to the role in accordance with relevant policies and procedures; • Submit timesheets and leave requests accurately and on time on a fortnightly basis, in accordance with relevant legislation and organisational policy and procedure; • Prepare reports as required; • Implement relevant service standards to ensure quality service provision.

The changing demands of BYS's organisation requires it to have reasonable flexibility in stipulating the duties that you will undertake from time to time. You will be required to perform any other duties for which you have the appropriate skill and/or training which are assigned to you by BYS, and these responsibilities do not limit what may be reasonably be requested of an employee during their employment.

How to Apply

Thank you for taking the time to review this position and for considering working with Brisbane Youth Service.

To apply, please email your (1) Cover letter addressing the selection criteria along with your (2) CV to **Mel Bradford, HR Manager**, at hr@brisyouth.org.

Applications for this position close **11:59pm Sunday, 21 August 2022**.

Applications will be reviewed and shortlisted as they are submitted. Interviews will take place progressively for successfully shortlisted applicants.

We look forward to hearing from you!



Join Brisbane Youth Service
to **make a difference**
in the lives of vulnerable young
people and their families.

