

About Brisbane Youth Service

Thank you for your interest in the **Housing Support Worker** role 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.



For outstanding performance in work practices and employee engagement.

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.

And we're so excited to announce we've just won the Voice Projects **Best Workplace Award for 2022!**

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

- Additional annual leave (5.5 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. ”



Housing Support Worker

Position Description

Position Title:	Housing Support Worker		
Program/Team:	Housing Services Sustaining Young Tenancies and Transitions Team		
Employment Type & Hours:	Full time 76 hours per fortnight		
Award Conditions:	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	Remuneration:	SACS Level 4
Working From:	Zillah Street, Greenslopes and/or other BYS offices		
Reporting Relationship:	Reports to the Sustaining Young Tenancies & Transitions Manager		
Probation Period:	6 months		
Primary Purpose of Position:	The Housing Support Worker provides crisis, brief intervention and ongoing planned support to young people residing in public housing, community housing and private rentals, enabling tenancy sustainment. This position works collaboratively with other teams within BYS, key partners and the broader community to effectively respond to issues associated with housing and homelessness.		
In addition to submitting a resume or CV applicants must address the selection criteria [below] in their cover letter to be considered for shortlisting			
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 solution focussed crisis interventions and ongoing planned support 3. Demonstrated experience working collaboratively with social and community housing providers, and/or can demonstrate an understanding of the need for social and community housing for vulnerable youth 4. Understanding of the unique experiences and barriers faced by young people in gaining and sustaining tenancies 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 writing 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 comparable qualification 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 		

	<ul style="list-style-type: none"> • Evidence of vaccination, immunity, or medical exemption for the following preventable diseases prior to commencement: Measles, Mumps, Rubella and Varicella [Chicken Pox]; Pertussis [Whooping Cough]; and COVID-19 • Three relevant references, including most recent manager, if relevant
Skills & Experience:	<ul style="list-style-type: none"> • Ability to support young people with a focus on housing and tenancy sustainment • Conducting assessments of a young person’s situation, support needs, risk and protective factors • 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 • Experience working in communities with diverse culture, gender, linguistic, and economic backgrounds • Self-reflective and critical thinking skills
Personal Attributes:	<ul style="list-style-type: none"> • 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 people to assess their needs and provide support • Develop, monitor, and review client support plans and case notes in line with organisational policies and procedures • Work collaboratively with other programs, both internal and external to support young people to achieve their goals and sustain tenancies • Support young people with housing, legal, mental health, employment, education and training goals, and social activities • Provide centre based, outreach and offsite support (including home visits) to young people being supported in public & community housing, also private rentals • Transport groups and individuals to appointments, meetings, and any other activities as required • Collect and maintain accurate client data, to contribute to monitoring, evaluation and reporting on program performance • Participate in both quantitative and qualitative data collection to support BYS continual quality improvement • Participate in staff training and development activities as required • Participate in staff meetings and organisational planning to contribute to the monitoring and development of BYS programs and services

	<ul style="list-style-type: none"> • Develop networks and collaborative relationships with internal and external providers • Undertake risk assessments appropriate to the task
People, Culture, Safety:	<ul style="list-style-type: none"> • Contribute to a culture of respect, optimism, accountability and resilience in line with organisational values • Attend supervision with Line Manager (at least monthly) to monitor the service and performance • Participate as a collaborative and supportive team member, contributing to the overall effectiveness of the team and outcomes for young people • Identify and participate in training and professional development opportunities • 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 • Where agreed with the Manager supervise students
Administration:	<ul style="list-style-type: none"> • Implement administration relating to the service, including accurate data, client files, correspondence, and financial records • Submit timesheets and leave requests accurately and on time on a fortnightly basis, in accordance with relevant legislation and organisational policy and procedure • Implement relevant service standards to ensure quality service provision • Undertake any other tasks as required

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 the course of 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 **9:00a.m. Monday 23 March 2023**.

Interviews may take place progressively for successfully shortlisted applicants with an immediate start available. The position may be withdrawn earlier than the close date if an applicant is successfully appointed prior.

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.

