



POSITION DESCRIPTION

Position title:	Regional Children's Resource Worker
EFT/Hours:	1.0EFT/38 hours per week
Award/Classification:	<i>Social, Community, Home Care and Disability Services Industry Award 2010. Social and Community Services-Victoria-Award 2000. Social Worker Class3, Year 3 (Transitional provisions apply). The National Employment Standards. MOSS MOU.</i>
Funding:	Department of Human Services (DHS)
Tenure:	Ongoing
Fringe benefits:	A car for work & personal use. Generous salary packaging.
Union:	Australian Services Union (ASU)
Reports to:	Program Coordinator/ & CEO

Organisational Context:

Merri Outreach Support Service (MOSS) was established in 1989 with the aim of providing better access to support, housing and social options for people who experience homelessness or at risk of becoming homeless. The Agency also seeks to address the underlying social and structural causes of homelessness. This is the context from within which all decisions, policies and office procedures are developed.

MOSS provides a range of services to homeless and marginalised, men, women, and children in the North and West Metropolitan Region. The Agency is committed to providing the delivery of holistic team case management to a high needs cross target group.

Merri Outreach Support Service has a strong commitment to research and community development and all staff are expected to participate in these activities. Consumer participation is highly valued in the planning and management of the Agency. MOSS currently offers a number of services to homeless people and people experiencing housing vulnerability through a range of programs:

North and West Regional SAAP Children's Resource
 Bright Futures
 Transitional Outreach Support Team (TOST)
 Crisis Response Program (CRP)
 Community Connections Program (CCP)
 Housing Support for the Aged (HSAP)
 Hume Transitional Support Programs (T1 & T2)
 Shrivings Planned Activity Group (PAG)
 Brunswick High Rise Volunteer Program
 Brunswick Older Persons' High Rise Support Program
 Northcote Older Persons' High Rise Support Program

Position summary:

The Regional Children's Resource Worker sits within the Regional Children's Resource Program (RCRP) alongside the RCRP Coordinator. The RCRP is auspiced by MOSS and comprises a highly collaborative team of two full-time workers based at the Agency's Broadmeadows office. Whilst the Children's Resource Worker receives supervision from the RCRP Coordinator, it is expected they would commit to implementing an agreed annual work plan. This is an advanced networking position for homelessness and family violence assistance services across the North and West Metropolitan Region of Melbourne.

The Regional Children's Resource Worker will provide a systemic regional response; advocating for structural reform and improved resources for accompanying children in addition to highlighting service gaps and improving access to services. The position provides support and professional advisory assistance to children's workers, Homelessness Support (SAAP) and Integrated Family Violence services and networks in the region and develops linkages with relevant sectors. The primary aim is to improve outcomes for vulnerable children who are homeless and/or experience family violence. Links to the state-wide children's resource network are important, as those with the MOSS Bright Futures – specialist children's service and other MOSS case management teams.

Key Selection Criteria:

- I. A tertiary qualification in child development, social work, psychology, welfare studies or equivalent.

2. Knowledge of issues faced by:
 - Homeless families, especially children
 - Family Violence
 - Indigenous housing and homelessness
3. Demonstrated understanding of child development and the impact of homelessness on children and families along with a commitment to supporting marginalised people.
4. Demonstrated knowledge of the Supported Accommodation Assistance Program (SAAP), the homelessness service system and current developments including the Homelessness Support Accreditation Standards and the Opening Doors framework.
5. Experience in community development work or similar.
6. Ability to work in a genuinely consultative fashion with a wide range of people
7. Ability to work both co-operatively and independently as required by different aspects of the position.
8. Ability to problem-solve and develop strategic responses
9. Excellent organisational, interpersonal and communication skills, including:
 - Interviewing and counselling skills
 - Writing skills
 - Management of Brokerage – SHIP/SHOR reporting
 - Oral skills – liaison, consultation, negotiation, telephone
 - Advocacy skills
 - Networking skills
 - IT competency

Additional Information:

Office: This position is based at 22 Lakeside Drive, Broadmeadows.

Hours of work: The Agency is open Monday to Friday 9am – 5pm.

Occupational Health and Safety: All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

Equal Opportunity: Merri Outreach Support Service is an Equal Opportunity Employer. All staff members have a responsibility to be familiar with MOSS's Workplace Bullying and Harassment Policy.

Employment is subject to:

- **a current Working With Children Check**
- **a current Police Records Check**
- **a current Victorian Driver's Licence**

Privacy Notification:

We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed.

Your personal information is kept secure and confidential and managed in accordance with Merri Outreach Support Service's Privacy Policy and Confidentiality Policy.

Application process and contact information:

For more information about the position please contact: Halime Aldemir **9359 5493**. Additional information about Merri Outreach Support Service can be found on the website: www.merri.org.au and the North West Children's Resource Program website www.homelesskidsout.org

Please address the Key selection criteria in your application and include 2 referees, at least one of whom is a current/recent supervisor.

The **closing date** for applications is 5pm, Monday 6 February 2012.

Please forward applications to:

Katrina McAuley
Operations Manager
Merri Outreach Support Service
22 Lakeside Drive
Broadmeadows VIC 3047
or email katrina@merri.org.au

Interviews will be held on Wednesday, 15 February 2012.

Duty Statement

Support to homelessness services

- Regular consultation with homelessness services in order to identify staff need/s in supporting children
- Assist services to implement the Homelessness Assistance Service Standards *Supporting Parents and Accompanying Children* section
- Support Indigenous specific services in their work with children in homeless families
- Oversee provision of brokerage funding to network agencies.

Skills and knowledge provision

- Identify and facilitate training and professional development needs of homelessness workers.
- Provide updated information on new local, regional, state-wide and national initiatives.
- Provide information to sector workers on resources available to children and families by maintaining web page, maintaining library and sharing information at forums.

Service system development

- Development of cross-sector links in the community including local council, education, health, family violence, child protection and early childhood services.
- Explore opportunities for ongoing funding for brokerage, school holiday activities, research.

Community Development

- Raising awareness of the impact of homelessness on children within the homelessness support sector and other related sectors
- Participate in local, regional and state-wide networks.

Research

- Support and/or initiate regional research programs relating to children and families and homelessness.

Community Liaison and Networking:

- Actively and positively promote Merri Outreach Support Service and the Children's Resource Program amongst the homelessness and family violence service system in the North and West Metropolitan Region of Melbourne.
- Maintain a broad and current knowledge of resources and support services that can be accessed to meet the region's needs.
- Follow established protocols between Merri Outreach Support Service, the Children's Resource Program and partner agencies.
- Provide assistance and appropriate information to staff and services we work with.
- Provide assistance and appropriate information to services about referral pathways, secondary consultation and brokerage.

Policy, Planning and Community Development:

- Through direct service provision to identify areas of common need or themes affecting children experiencing homelessness and possible responses within the region.
- Maximise opportunities to increase the understanding of mainstream and specialist services as to the needs of children experiencing homelessness and identify practices which will facilitate improved access for this target group ideally without need for program intervention.
- Facilitate regular reviews of service operation and ongoing development, including participation in planning days.
- Facilitate implementation of improvements/changes in program operations as directed by management
- Maintain a broad understanding of government policies which have a direct impact on children and families experiencing, or at risk of experiencing homelessness.
- Contribute to the development of responses to government policy, and systemic issues which may affect children and their families as directed by program leader.
- Participate in forums which contribute to the broader development of policies/practices relevant to children and homelessness.
- Participate and implement Merri Outreach Support Service's Quality Improvement initiatives.
- Contribute to Agency development including participation in working groups and internal committees.

Accountability:

- Work in accordance to Merri Outreach Support Service's Policy and Procedures Manual.
- Meet Homelessness Support Accreditation Standards.
- Be responsible to the Regional Children's Resource Program (RCRP) Coordinator, Operations Managers and CEO.
- Actively participate in program meetings.
- Attend fortnightly agency meetings.
- Actively participate in scheduled supervision with the RCRP Coordinator.
- Work collaboratively with the Bright Futures Program and other MOSS case management teams
- Attend Committee of Governance meetings as rostered.
- Submit timesheets and leave application forms within required timeframes.