

# Information Pack

## *House Parent Tamworth Youth Homelessness Support Service (Homelessness Services)*

Dear Applicant,

TFSS is looking for a House Parent to be part of the Youth Homelessness Services team. The House Parent position will assist young homeless people to break the cycle of homelessness as well as focus on those at risk of homelessness that can be supported to remain in long-term safe accommodation. The successful applicant will be able to work independently, and relate to young people with complex needs. This position requires night work with the staff member staying overnight in the house. The position will require applicants to work weekends.

All staff are valued and respected, and are presented with genuine opportunities to develop to their full potential. TFSS also recognises the importance of a healthy work/life balance, and you will enjoy some flexibility in your working hours if required.

**Included in the package you will find:**

- The Job/Position Description
- Competencies and Outcomes required for the position

**Please return your application(s) to:**

Senior Manager Corporate Services  
TFSS  
P.O. Box 1088  
TAMWORTH NSW 2340

**Or by email to:**

info@tfss.com.au

**Please ensure that you include the following in your application(s):**

- Your up to date resume, including three referees (a minimum of one must be from within the previous 3 years)
- A document titled "Selection Criteria" outlining how you meet each of the Competencies and Outcomes (Essential and Desirable Criteria) as listed in the position description for this position.

**Selection for interview will be based on:**

1. Applicants returning both of the above documents, and,
2. Applicants satisfactorily meeting each of the Competencies and Outcomes (Essential and Desirable Criteria).

**For more information contact:**

Lynda Townsend  
Homelessness Services Manager  
Ph- 02 6763 2333

**CLOSING DATE FOR APPLICATIONS:**

12pm, Friday 8<sup>th</sup> November 2019

Position Description	
1. Position Title	House Parent
2. Service	Homelessness Services
3. Program	Tamworth Youth Homelessness Support Service (TYHSS)
4. Location	Youth Refuge, Armidale Road Tamworth
5. Reporting Manager	Service Stream 5 Manager
6. Relevant Award(s)	Social, Community, Home Care and Disability Services (SCHADS) Industry Award (MA000100)
7. Classification	Social and community services employee, Level 2
8. Position Terms	Positions available include permanent part-time as well as casual positions. Position requires staff member to sleep onsite at the youth refuge.
9. Probationary Period	6 months

Competencies and Outcomes
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>I. Demonstrated experience caring for youth aged between 16 and 24.</li> <li>II. Demonstrated ability to mentor young persons and demonstrate acceptable day to day behaviours and activities.</li> <li>III. Demonstrated ability to train, guide and mentor young persons is undertaking day to day living activities.</li> <li>IV. Demonstrated high level of communication.</li> <li>V. Demonstrated understanding of students needs and cultural differences.</li> <li>VI. Demonstrated ability to support young persons and make them feel safe in their living environment.</li> <li>VII. Demonstrated ability to use initiative and be self-directed.</li> <li>VIII. Able to work closely with others in a community setting.</li> <li>IX. Sound computer skills and ability to keep records.</li> <li>X. Ability to follow policies and procedures.</li> <li>XI. Satisfactory Working with Children Check.</li> <li>XII. Current Unrestricted Drivers Licence.</li> <li>XIII. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines.</li> <li>XIV. Understanding of the demographics and relevant issues within the geographical area of the program.</li> <li>XV. Registered and comprehensively insured motor vehicle.</li> <li>XVI. First Aid Certificate.</li> </ul>

TFSS Values
<p><b>TFSS Vision</b> Thriving Communities, Endless Possibilities</p> <p><b>Homelessness Services</b> Supporting people to build positive futures</p>



### **Mission**

We work toward achieving our vision through our purpose, which is to:

1. Strengthen and improve social and personal well-being for individuals, families and communities;
2. Promote access, equality and social justice; and
3. Deliver services of quality and value.

### **Organisation Objectives**

TFSS is a non-government, community based organisation that has been delivering services to families in Tamworth since 1979. It has more than 80 staff across all programs, operating in Tamworth and surrounding areas including Armidale, Inverell, Gunnedah, Narrabri, Quirindi, Manilla and Barraba.

TFSS now comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of TFSS is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.

TFSS is supported by a set of values which guide the way we work, make decisions and provide services. We define these values as:

- Diversity: To accept and appreciate differences
- Integrity: To always act with honesty and professionalism
- Community: To have a sense of responsibility and contribution
- Leadership: To utilise our position to drive change
- Partnerships: To work collaboratively to deliver the best outcomes

### **Program and Position Objectives**

To help these groups of homeless people (Men, Women, Families and Youth) to break the cycle of homelessness as well as focus on those at risk of homelessness that can be supported to remain in long-term safe accommodation.

Contribute to the achievement of these SHS Program outcomes:

- people who are at imminent risk of homelessness are identified and supported to remain safely in their existing housing, or to secure stable housing
- people who experience homelessness are rapidly and safely re-housed
- people who are in crisis are provided with safe and secure accommodation and supported to access stable housing
- people who are re-housed after becoming homeless are supported to stay housed
- deliver information, initial assessment, referral and support role for clients referred to or presenting at the service (when it is safe to do so)
- undertake other activities or duties as required to ensure the smooth operation of the office and/or program, and as directed by the manager.

Position Specific Functions	
Key Performance Area	Expected Outcomes
Client-centred approach	<ul style="list-style-type: none"> <li>• Commitment to a client-centred approach</li> <li>• Promoting client mutual obligations towards resolving and preventing their homelessness and having a range of opportunities for their input</li> <li>• Work with others to promote innovative housing solutions</li> <li>• Help a client to access education and employment opportunities and to build positive connections with family members where possible and with the broader community</li> <li>• Mentor and support clients to feel safe in their accommodation.</li> </ul>
Crises and Transition	<ul style="list-style-type: none"> <li>• Provide safe short-term or medium term accommodation while the client's homelessness is resolved</li> <li>• Provide support to mitigate the impact of the immediate crisis and raise the immediate concern of the client with a case worker for intensive support.</li> </ul>
Mentoring and training in day to day living activities	<ul style="list-style-type: none"> <li>• Provide support and mentoring in relation to day to day domestic activities such as cooking, cleaning and personal hygiene.</li> <li>• Assist clients to learn financial budgeting so they can afford to complete daily living tasks and meet general expenses.</li> </ul>

Key Accountabilities		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Key Competencies	<ul style="list-style-type: none"> <li>• Build and maintain a professional rapport with each client.</li> <li>• Implement an understanding of the Children and Young Persons (Care &amp; Protection) Act [1998]</li> <li>• Prioritise to achieve the objectives of TFSS and the objectives of each program</li> <li>• Provide appropriate communication based on the audience receiving</li> <li>• Follow processes and systems to maintain accurate records.</li> </ul>	As required
Responsibilities	<p>To contribute to the operational objectives of the workplace, a position at this level may include some of the following:</p> <ul style="list-style-type: none"> <li>• Undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined;</li> <li>• Identification of specific or desired performance outcomes;</li> <li>• Contribute to interpretation and administration of areas of work for which there are no clearly established procedures;</li> <li>• Expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical</li> </ul>	As required

Key Accountabilities		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	<p>knowledge and skills where procedures are not clearly defined;</p> <ul style="list-style-type: none"> <li>• Although still under general direction, there is greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints;</li> <li>• Provide administrative support of a complex nature to senior employees;</li> <li>• Exercise responsibility for various functions within a work area;</li> <li>• Provide assistance on grant applications including basic research or collection of data;</li> <li>• Undertake a wide range of activities associated with program activity or service delivery;</li> </ul>	
Workplace Standards	<ul style="list-style-type: none"> <li>• Comply with the Quality Improvement Policy</li> <li>• Promote and demonstrate a commitment to continuous improvement across TFSS</li> <li>• Understand and comply with TFSS policies, procedures and workplace standards</li> <li>• Maintain and ensure privacy and confidentiality</li> <li>• Take active responsibility for your own well being in the workplace and gain assistance if required</li> <li>• Use TFSS resources efficiently and effectively and treat them with due care</li> <li>• Advise your manager or team leader of any obligations in relation to secondary employment</li> <li>• Report any improper conduct</li> <li>• Assist in the general maintenance, cleanliness and presentation of workplace facilities</li> </ul>	As per TFSS policies and procedures
Skills, knowledge, experience, qualifications and/or training	<ul style="list-style-type: none"> <li>• Knowledge or willing to learn statutory requirements relevant to work;</li> <li>• Knowledge of organisational programs, policies and activities;</li> <li>• Sound discipline knowledge gained through experience, training or education;</li> <li>• Knowledge of the role of the organisation and its structure and service;</li> </ul>	As required
Organisational relationships	<ul style="list-style-type: none"> <li>• Works under general direction;</li> </ul>	As required
Finance and Administration	<ul style="list-style-type: none"> <li>• Accurately and objectively report feedback</li> <li>• Ensure completion of timesheets and have them sent through to the Program Services Manager fortnightly</li> <li>• Ensure all appropriate receipts and travel claims are sent through with time sheets</li> </ul>	Meets TFSS policies and procedures

Key Accountabilities		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Professional Development	<ul style="list-style-type: none"> <li>Participate in supervision</li> <li>Assist management to identify employee's own professional development needs</li> <li>Attend relevant professional development opportunities in order to fulfil your role</li> <li>Participate in cultural competencies, training and activities</li> <li>Where required, provide in-house training to other TFSS staff at the completion of training attended outside the service</li> <li>Actively participate in a service evaluation and staff appraisals, review of job descriptions</li> <li>Attend relevant meetings in relation to your role</li> </ul>	<p>Successful completion training courses</p> <p>Applied knowledge and skills in the workforce</p> <p>90%</p>
Safety & Risk Management	<ul style="list-style-type: none"> <li>Take reasonable care of your own health and safety</li> <li>Take reasonable care that your own acts or omissions do not adversely affect the health and safety of others</li> <li>Comply, so far as you are reasonably able, with reasonable instructions, policies and procedures to assist TFSS to comply with the Work Health and Safety Act</li> <li>Raise any concerns in relation to WHS with your Health and Safety Representative or Manager</li> <li>Report all accidents, incidents, injuries, hazards and equipment faults to your Supervisor, Manager or Health and Safety Representative immediately</li> <li>Report to work in a fit and proper condition, so that you are able to competently undertake your duties</li> </ul>	100% compliance as per TFSS policies and procedures and relevant Legislation
Client Safety & Child Protection	<ul style="list-style-type: none"> <li>Provide a safe, comfortable physical environment for clients.</li> <li>As a mandatory reporter you have a legal obligation to report to the Community Services Helpline any incidences of child abuse and neglect or if you have reasonable grounds to suspect that a child is at risk of harm to children and/or young people.</li> <li>Report any misconduct committed by staff against clients.</li> <li>Ensure that your actions do not expose clients or children to harm</li> <li>Assist in the reporting any complaints and investigation of all relevant issues as prescribed by the NSW Ombudsman Act 1974 (NSW)</li> </ul>	<p>As per Children's and Young Person's (Care and Protection) Act</p> <p>Chapter 16 A</p>
Professionalism and Conduct	<ul style="list-style-type: none"> <li>Work as part of a team in delivering quality outcomes for TFSS</li> <li>Maintain professional relationships with TFSS program, Funding Body/s, community at large and all relevant stakeholders</li> </ul>	Meets policy requirements



Key Accountabilities		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Complaints	<ul style="list-style-type: none"><li>All complaints are acted on and handled within policy</li><li>Manager is aware of complaints ASAP</li></ul>	Compliance with TFSS Policies and Procedures

Extent of Authority
<ul style="list-style-type: none"><li>Act within policy and procedure</li><li>work outcomes are monitored;</li><li>have freedom to act within established guidelines;</li><li>solutions to problems may require the exercise of limited judgment, with guidance to be found in procedures, precedents and guidelines. Assistance will be available when problems occur.</li></ul>

Decisions that are Referred to your Direct Supervisor
<ul style="list-style-type: none"><li>All issues that require a sign off/approval from the Senior Manager or Team Leader</li><li>Issues outside of policy guidelines</li><li>Complaints from clients, families or service providers</li><li>Requests for new business from Funding Bodies</li><li>Complaints from Funding Bodies</li></ul>

Conditions of Employment:
<p>All TFSS workers are bound by the terms and conditions contained in the TFSS Letter of Engagement, the Position Description, the relevant Industrial Award(s), TFSS Policies, Procedures and the TFSS Code of Conduct, as amended and as endorsed by the TFSS Management Committee from time to time.</p> <p>It should be noted that you may need to perform other duties within your competence and knowledge as directed time to time to meet our operational needs, and that we reserve the right to vary the above Position Description at any time in response to the changing needs of the organisation.</p>