

POSITION DESCRIPTION



Intensive Support Worker

Next Steps & Dillon House

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	Intensive Support Worker
PROGRAM:	Next Steps & Dillon House
LOCATION:	Carlton North
REPORTING RELATIONSHIPS:	This position reports directly to the Program Coordinator and Housing Manager
EFFECTIVE DATE:	May 2025

Position Purpose

- Deliver quality support to people who present with multiple and complex needs; have been assessed as high risk and high needs; and have limited accommodation and support options
- Deliver support that reflects the social justice principles of participation; equity; access and respect
- Support participants to develop their independent living skills; engage in education, training and employment; with the aim of reducing the risk of reoffending and homelessness.

Program Purpose

Housing and Complex Needs

Our Housing and Complex Needs services provide holistic support services for people who present with multiple and complex needs, are assessed as high risk/need, have limited social and family networks, limited accommodation and support options, and are experiencing multiple and complex health problems. Program staff deliver quality programs in a manner that reflects the social justice principles of participation, equity, access and respect. Services include: intensive outreach support, case management, supported accommodation, recreation programs, employment/training programs and a 24/7 after hours emergency assistance and referral service. The services contribute to many regional and state-wide advisory forums and networks and assist in a more comprehensive approach to justice through partnerships with Government agencies and other service providers and to legislation, policy development and advocacy.

Next Steps

Next Steps is an initiative funded through the Department of Families, Fairness and Housing (DFFH) – Homes Victoria. The program provides intensive case management support from within a therapeutic framework for 17 highly vulnerable young people, between 16–24 years old, who intersect with the Youth Justice or Adult Justice Systems. Next Steps provides intensive, multi component case management support that addresses the overlapping issues of homelessness and offending. With a strong focus on strengthening relationships between the young person and their family and/or significant others, highly vulnerable young people at risk of homelessness are supported to develop life skills, address offending behaviours and link into individually tailored employment, training or learning pathways.

Underpinning our approach is an assertive case management model which includes:

- Meaningful engagement with the young person in developing a relationship of trust
- Motivational engagement in the service of behaviour change
- Developing and strengthening relationships with family
- Developing life skills including connections to family/positive adults, peer relationships, recreational and therapeutic services, community, employment and education opportunities.

Dillon House

Dillon House provides residential 24/7 supported accommodation for three young people up to 25 years old, who require support to reside in independent accommodation or who exhibit behaviours (i.e. high risk drug use) which would place them at risk in independent accommodation. Dillon House offers a safe and welcoming home where participants are

supported to develop independent living skills including cooking, meal planning, shopping, budgeting, and banking.

Duties of the position

- To provide intensive assertive support and case management to a caseload of young people
- To engage and build a positive rapport with participant/s, using the understanding gained with the young person to reinforce sustainable outcomes in addressing their experience of homelessness
- Facilitate therapeutic connections and support for participants, including trauma informed practice, strength based approach and family focused work
- To develop and maintain appropriate networks and resources to enable the referral of participants to broader community services with supportive engagement
- To maintain appropriate files, records and statistics to facilitate good case management and accountability
- To work collaboratively with other Jesuit Social Services staff, stakeholders and broader service networks to ensure a continuum of care for participants

Key Selection Criteria

1. Tertiary qualification/s and/or relevant experience in field
2. Demonstration of appropriate case management practices with participants
3. Demonstrated knowledge of homelessness and the homelessness service system
4. Ability to work collaboratively across services and disciplines
5. Engage productively in staff supervision and staff training

Key Performance Indicators

- Service delivery – program is delivered in a professional and accountable manner with all funding targets met
- Service planning, development and review – active contributions are made to the planning and development of the program to best meet the needs of participants
- Networking – sound relationships are developed with relevant stakeholders within participants care teams
- Administration – all relevant administrative tasks are completed within the specified timeframes where information recorded is factual and objective
- Supervision- proactively prioritise, participate and contribute to fortnightly supervision sessions which are facilitated by direct line management

Key responsibilities of Jesuit Social Services Employees

Service delivery/ Practice Framework (program delivery roles)

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

Team work and supervision (program delivery)

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Drivers Licence
- Proof of eligibility to work in Australia
- Valid NDIS Worker Screen Check

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

Date: _____

Position Description Approved by:

GM or ED

Lauren Cusick

Position Description Review Date:

2 years from effective date