

Position Description

This position description is available in large print and other accessible formats upon request.

Position Title	Caseworker Youth Homelessness Support
Directorate / Service / Program	Youth, Housing & South west
Reports to	Team Leader Youth Homelessness Support
Location	Geelong
Classification	Social, Community, Home Care and Disability Services Industry Award Level 5
Date Revised	May 2025

About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

Our Purpose: Supporting people, strengthening communities.

Our Vision: A fair, safe and inclusive community where everyone can thrive.

Our Values: Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

To learn more about Meli please visit our website www.meli.org.au

Position Overview

The Youth Homelessness Support (YHS) Program assists young people between the age of 16 – 25 years who are at risk of or experiencing homelessness within the Barwon region. The YHS Caseworker will work alongside an integrated team of Youth Services professionals and will provide intensive case management and assertive outreach. They will be responsible for delivering high quality, innovative and evidenced based interventions to support young people and their families to address risk factors leading to youth homelessness, and work towards sustainable ongoing housing options. The YHS Caseworker supports young people to address key areas such as education, employment and connection to family and community. The overarching aim is to focus on capacity building and independent living skills to assist in pathways that will lead to productive healthy and safe lives.

The key objectives of this role are:

- Provide assertive outreach to young people and their families, and develop meaningful engagement
- Assess the holistic needs of young people and their families – with a particular focus on the barriers to affordable, safe and sustainable housing
- Establishing a responsive care team, and development of a care plan specific to each young person's unique needs and barriers to stable housing such as mental health, AOD, and family violence

Key Accountabilities

- **Duties of this position may include, but are not limited to the following:**
Provision of high quality and intensive level of case support for young people and their families who have multiple and/or complex needs and issues and require support from a range of services to address the contributing factors that has led to homelessness and/or housing instability with a particular focus on long term, affordable and stable housing outcomes.
- Conduct needs and services identification, outcomes focused planning and regular outcomes reviews, using case planning tools and prescribed techniques to support vulnerable young people and their families with multiple needs.
- Establish and coordinate effective working relationships with individuals, families, children, carers, key stakeholders and service providers, utilising a range of skilled communication, collaboration and decision-making processes.
- Action plans are established in consultation with young people that set clear goals and objectives and are reviewed for progress. Action plans should provide case direction and inform assessment in a clear and objective manner.
- Identify, establish, lead and coordinate effective professional's meetings and care teams as required for young people and their families, who may have multiple needs and/or many services involved.
- Advocate for young people and assist with referrals to relevant services and programs operating in the region where appropriate.
- Comprehensive and evidence-based assessments are completed identifying contributing factors impacting young people and their children's housing stability, wellbeing and safety. Assessments are reviewed and updated every 3 months and are congruent with best interest frameworks.
- Conduct thorough risk assessments and, in consultation with Team Leader, consult Child Protection in cases of serious or unacceptable risk as per Child Safe standards
- Deliver therapeutic and evidence-based interventions to young people and their families in line with program requirements.
- Participate in core capability training, and practice reflection opportunities that underpins the client support model.
- Record and maintain data in accordance with program requirements and legislation.
- Other reasonable duties as directed.

Organisational Accountabilities:

- Other reasonable duties as directed
- Apply Meli's quality and risk management frameworks
- Understand and comply with the standards of a child safe organisation in both practice and culture
- Active involvement in professional development to build knowledge and skills
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation

Qualifications, Skills, and Experience

- Qualification or equivalent in Youth, Social Work or Community Welfare (Diploma+) and experience in client services functions.
- Ability to form a sound ecological perspective of client circumstances, with minimal information to rapidly determine required support using the appropriate tools.
- Understanding of the purpose and expectations of the Victorian Child Safe Standards and demonstrated commitment to contributing to a child safe organisation in both practice and culture.
- Demonstrated ability to engage key stakeholders for positive client outcomes

Other requirements of the role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Coordinated Criminal History Check (NCCHC)
- International Police Check (if required)
- Have the right to work in Australia

Key Stakeholders

- Meli employees
- Department of Families, Fairness and Housing (DFFH)
- Education Providers
- Victorian Police
- Social Housing Providers
- Meli Youth Entry Point
- Headspace
- Meli MH&AoD
- Family & Community Services
- Barwon Health Jigsaw

Physical requirements & Environmental Conditions of the role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

Required Activities / Working Environment	Frequency
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Rarely
Working in buildings which may have stairs (Reasonable adjustments can be made)	Often
Driving, in & out of vehicles (If driving is required, must hold current Victorian Driver Licence)	Often
Bending, lifting, pushing, pulling	Rarely
Working alone or at a co-located site	Sometimes
Confrontational/confronting situations (Due to the nature of our work, there may be times when staff are exposed to content, behaviour, language and/or situations that can be confronting)	Sometimes
Working outside in differing weather conditions	Rarely
Working on-call and/or after hours	N/A
Attending external locations including client homes	Often

Inclusion Statement

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTI+.

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	Signature:	Date:

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.