



## Position Description

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<b>Position Title</b>	Youth Housing Worker (Youth Specialist Homelessness Support – YSHS)
<b>Division / Team</b>	Client Services / Child & Youth Health Division
<b>Reports to</b>	Senior Manager Child & Youth Health
<b>Agreement / Award</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
<b>Classification</b>	Level 3
<b>EFT / Term</b>	As per contract of employment
<b>Work Location</b>	As per contract of employment
<b>Date Approved</b>	October 2025

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**About Ballarat Community Health** Ballarat Community Health (BCH) provides a wide range of community health and wellbeing services across Ballarat and Western Victoria. We are passionate about improving the health and wellbeing of the communities we support and addressing health and social inequality. We strive for safe, effective, connected, person centred quality services, and advocate to improve systems to bring about positive outcomes for the broader community. Our work is guided by our core values. These values inform how we work with each other, the partnerships we develop, as well as how we collaborate with and support our community. At BCH we believe our people are our greatest asset. We know that developing and retaining a skilled workforce is fundamental to our success. We are committed to nurturing an inclusive, capable and diverse workforce, and creating environments where our people thrive and excel.

**Our Purpose** Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.

**Our Leading Principles** Address health inequity and inequality  
Improve the health and wellbeing of our community  
Have impact and be sustainable

<b>Values</b>	<b>Respect</b> Valuing other points of view and treating people with respect	<b>Integrity</b> Acting with sincerity and honesty	<b>Courage</b> Strength in the face of challenges
	<b>Resilience</b> The ability to be strong in adversity, and bounce back with renewed hope	<b>Responsibility</b> Being reliable and accountable to others	<b>Optimism</b> Focusing on potential and abilities

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**Diversity Statement** Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural and linguistic backgrounds and financial status.

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## Position Summary

Ballarat Youth Housing (BYH) provides a Youth Specialist Homelessness Support (YSHS) for young people between the ages of 15-25 who are homeless or at risk of homelessness. The aim of the program is to provide transitional supported accommodation and related support services, in order to help the target group to achieve the maximum possible degree of self-reliance and independence.

Within this aim the goals are to resolve crisis, to re-establish family links where appropriate and to re-establish a capacity to live independently of YSHS. The program assists clients to access labour markets, long-term secure and affordable housing and a range of social support services. This position has shared administration and networking responsibilities with a co-worker.

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## Principal Areas of Responsibility

Support young people at risk of becoming homeless or who are homeless by:

- Take referrals, provide practical support and case management for young people wishing to enter the youth housing program or move to independent living
- Assist the young person to achieve their goals for a return to a stable and secure environment

Support young people in the youth housing program by:

- Providing advice, information and advocacy
- Organising house meetings for residents
- Settling disputes between residents

Maximising options for transition to independent living by:

- Providing practical assistance, which may include but not limited to obtaining financial support, seeking housing options and assistance in relocation and removal
  - Encouraging self-help and mutual support with the aim of strengthening the ability of young people in decision-making, an important aspect towards development of independent living skills
  - Focus on self-management principles
  - Liaise and establish strong working relationships with other YSHS programs and funding guidelines
  - Ensure the services are delivered in a manner that is consistent with industry standards and relevant to the client/community needs
  - Ensure all activities are maintained within the budget guidelines including Housing Establishment Fund (HEF), discretionary fund, and other funds that may be available for the YSHS program
  - Participate in supervision and development processes
  - Contribute to the identification of service and program gaps and the facilitation of service and system response to such gaps
  - Complete and maintain appropriate clinical records and statistical reports according to BCH policy and funding body standards
  - Ensure all reporting requirements are met in a timely and accurate manner
  - Work closely with the Coordinator Youth Specialist Homelessness Support and seek support when matters arise outside of the usual practice.
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## Scope

- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
  - Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board
  - Continuing education to keep abreast of changes
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<b>Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>• Be aware of and perform all duties in accordance with the organisation’s stated policies and procedures</li> <li>• Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes</li> <li>• Establish and maintain cooperative working relationships with staff and ensure alignment with the BCH values at all times</li> <li>• Work within professional boundaries and relevant scope of practise at all times</li> <li>• Maintain relevant professional registration</li> <li>• Work cooperatively across the teams to provide a comprehensive coordinated health promotion service</li> <li>• Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field</li> <li>• Participate in compulsory BCH training programs</li> <li>• Ensure that client and staff confidentiality is respected and upheld at all times</li> <li>• Attend and actively participate in meetings as required</li> <li>• Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values</li> <li>• Participate in performance development plans and supervision</li> <li>• Participate in the organisation’s continuous quality improvement programs and activities</li> </ul>
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<b>Qualification requirements</b>	A tertiary qualification in youth work, health, social or behavioural science
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<b>Key Selection Criteria</b>	<p><b>1. Experience:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated understanding of issues pertaining to young people, homelessness and health and wellbeing</li> <li>• Experience in working with young people, particularly in regard to youth homelessness and accommodation support</li> <li>• Demonstrated skills and previous experience in client assessment and case management practices would be highly regarded</li> <li>• A comprehensive understanding of and/or experience working within the social model of health</li> </ul> <p><b>2. Interpersonal Skills:</b></p> <ul style="list-style-type: none"> <li>• Ability to establish and maintain effective professional relationships</li> <li>• Highly developed interpersonal, communication and problem-solving skills</li> </ul> <p><b>3. Written Communication:</b></p> <ul style="list-style-type: none"> <li>• Effective written communication skills which are clear and concise</li> </ul> <p><b>4. Computer Skills:</b></p> <ul style="list-style-type: none"> <li>• Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems</li> </ul> <p><b>5. Organisational Skills:</b></p> <ul style="list-style-type: none"> <li>• Ability to prioritise workloads and conflicting tasks and manage deadlines</li> <li>• Effective organisational, time management and administration skills</li> </ul> <p><b>6. Alignment with BCH values:</b></p> <ul style="list-style-type: none"> <li>• Ability to align with the BCH values in all areas of work</li> </ul>
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<b>Conditions of Employment and</b>	<ul style="list-style-type: none"> <li>• The successful applicant will be required to maintain a current driver’s licence.</li> </ul>
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**other relevant information**

- BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
  - The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
  - The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
  - Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
  - BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
  - Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
  - Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
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