

# 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 will be required to assist young homeless people to break the cycle of homelessness as well as provide support to those at risk of homelessness, 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 the successful applicant to work on a rotating evening/night shift roster with overnight stays including 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 including the Competencies and Outcomes required for the position.

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

Human Resources Officer  
TFSS  
P.O. Box 1088  
TAMWORTH NSW 2340

### **Or by email to:**

[applications@tfss.com.au](mailto:applications@tfss.com.au)

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

- Your up to date resume, including three professional referees.
- A cover letter outlining why believe you are suited to the role and how you meet each of the Competencies and Outcomes.

### **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:**

Annette Pascoe  
Manager Service Stream 5  
Ph- 02 6763 2333

### **CLOSING DATE FOR APPLICATIONS:**

When position is filled

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	Casual
9. Probationary Period	Not applicable

Competencies and Outcomes
<p><b>Essential:</b></p> <ol style="list-style-type: none"> <li>I. Prerequisites <ul style="list-style-type: none"> <li>• an appropriate certificate relevant to the work required to be performed;</li> <li>• will have attained previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required;</li> <li>• appropriate on-the-job training and relevant experience; or</li> <li>• entry point for a diploma without experience.</li> </ul> </li> <li>II. Willingness to undertake training relevant to the position.</li> <li>III. Driver's Licence</li> <li>IV. Working with Children Check employee number</li> </ol>
<p><b>Desirable:</b></p> <ol style="list-style-type: none"> <li>I. An understanding of TFSS Programs</li> <li>II. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines</li> <li>III. Understanding of the demographics and relevant issues within the geographical area of the program</li> <li>IV. Registered and comprehensively insured motor vehicle</li> <li>V. National Police Criminal History Check</li> <li>VI. First Aid Certificate</li> <li>VII. Proof of COVID-19 Vaccination</li> </ol>

Organisation Objectives
<p>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, Barraba and Moree. 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.</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.

**TFSS Vision**

Thriving Communities, Endless Possibilities

**TFSS Values**

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**

Tamworth Youth Homelessness Service offers an accommodation service aimed to support young people aged 16 to 24 years with safe and secure accommodation for short term stay.

The role of the House Parent is to mentor and support young people to develop independent life skills to assist young people resolve issues of homelessness.

Objectives of the role:

- To provide mentoring and support to young people.
- To assist with after hours support to young people in need.
- To assist young people develop the life skills required to maintain independent living skills.
- To support young people develop group living skills.
- To engage young people in healthy recreational activities.
- To support young people to become active members of the community.
- To assist with general day to day administration tasks.
- To support case workers with client Intake procedures.
- To encourage a daily routine for young people.
- To support a drug and alcohol free environment.

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>• To assist a client to access education and employment opportunities as directed by their case worker.</li> <li>• To assist clients with the broader community engagement.</li> <li>• Mentor and support clients to feel safe in their accommodation.</li> <li>• To support clients to build healthy relationships with others in house.</li> </ul>
Risk and Transition	<ul style="list-style-type: none"> <li>• To supervise clients while accessing safe short-term accommodation while the client's homelessness is resolved.</li> <li>• To support the client to develop life skills needed to live independently</li> <li>• Provide support to the client to mitigate the impact of immediate risk and where required refer client concerns 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> <li>• To expose clients to recreational activities that promote healthy wellbeing</li> <li>• To be cultural aware of the needs to clients.</li> </ul>

Key Capabilities		
Stream	Descriptor	Tier
<b>Community and Interagency Relations</b> (Community engagement, sectoral awareness and working collaboratively with other stakeholders in formal and informal partnerships)	Networks and Stakeholders	<b>1.1.1</b> Utilises own community networks to achieve established outcomes.
	Community	<b>1.1.2</b> Contribute to staff forums and meetings about key community issues.
	Partnerships and collaboration	<b>1.1.3</b> Works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes.
	Knowledge of Community	<b>1.1.4</b> Maintains basic awareness of current community issues and knowledge of relevant organisations.
	Social Justice	<b>1.1.5</b> Demonstrates commitment to social justice and social inclusion.
<b>Professionalism</b> (Skills associated with professional conduct such as self-management,	Time Management	<b>2.1.1</b> Demonstrates punctuality and meets agreed schedules and timelines.
	Ethics	<b>2.4.2</b> Models organisational values and preferred behaviours and promotes the Code of Conduct.

Key Capabilities		
Stream	Descriptor	Tier
ethical behaviour, taking responsibility, problem solving and initiative)	Problem solving	<b>2.1.4</b> Demonstrates common sense, and uses established strategies to solve routine problems.
<b>Communication</b> (All forms of communication, such as advocacy, negotiation, written and verbal communication and interpersonal style)	Advocacy Verbal Communication  Interpersonal Skills	<b>3.2.1</b> Advocates for clients to advance their interests. <b>3.1.3</b> Speaks politely and explains issues and information clearly to clients, members and colleagues. <b>3.1.5</b> Demonstrates active listening and asks appropriate questions when dealing with clients, members and colleagues.
<b>Leadership and Teamwork</b> (Leadership and challenges associated with working together, such as dealing with difference, conflict, shared goals and team morale)	United Vision  Strategic Focus Team Dynamics  Diversity	<b>4.1.1</b> Maintains enthusiasm and understands own role in achieving the organisational mission. <b>4.1.2</b> Follows work plan and prioritises key tasks. <b>4.1.3</b> Openly shares information, participates and contributes to team discussion. <b>4.1.5</b> Values diversity in the team and supports colleagues.
<b>Resources, Assets and Sustainability.</b> (Necessary skills in the effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability.	Procurement  Equipment and assets	<b>5.1.3</b> Makes low cost purchases and achieves value for money. <b>5.1.4</b> Takes care when using and maintaining equipment and aids.

Key Capabilities		
Stream	Descriptor	Tier
<b>Service Delivery</b> (Working with a broad range of clients, communities and stakeholders, maintaining awareness of client issues and ensuring client dignity and confidentiality)	Reflective Practice	<b>6.1.1</b> Applies organisational practice models, procedures and relevant legislation when working with clients and members.
	Knowledge of client issues	<b>6.2.2</b> Builds knowledge of client issues and requirements to improve practice.
	Client Outcomes	<b>6.2.3</b> Provides clients with high quality service and appropriate referrals.
	Diversity	<b>6.3.4</b> Supports team to value and work effectively with client diversity.
	Client confidentiality and dignity	<b>6.4.5</b> Fosters a culture of respect for clients confidentiality and dignity.
<b>Change and Responsiveness</b> (Adapting to a change environment, responding to new and emerging trends through skill acquisition, the use of technology and creative and innovative work practices)	Change adaptability	<b>8.1.1</b> Maintains a positive approach to change and adapts to new or different ways of working.
	Multi-skilling	<b>8.1.2</b> Takes advantage of opportunities for learning and growing skills.
	Technology	<b>8.1.4</b> Uses technology and software applications effectively in accordance with task requirements.
<b>Governance and Compliance</b> (Systems and processes to implement the strategic plan and the management of quality, risk, WHS and legislative compliance)	Quality	<b>9.1.2</b> Ensures that own work meets the organisations quality requirements.
	WHS	<b>9.1.4</b> Ensures safety of self and others in work environment.
	Legislation and Compliance	<b>9.1.5</b> Is aware of relevant legislation and licensing requirements and ensures compliance in practice.

Position Specific Functions		
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 service program within TFSS;</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 per TFSS policies and procedures
Responsibilities	<p>A position at this level may include some of the following:</p> <ul style="list-style-type: none"> <li>• undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines;</li> <li>• achieve outcomes which are clearly defined;</li> <li>• respond to enquiries;</li> <li>• assist senior employees with special projects;</li> <li>• perform elementary tasks within a community service program requiring knowledge of established work practices and procedures relevant to the work area;</li> <li>• provide administration support requiring the exercise of sound judgment, initiative, confidentiality and sensitivity in the performance of work;</li> <li>• perform tasks of a sensitive nature including the provision of more than routine information;</li> <li>• Under direction and supervision, implement client skills and activities programmes under.</li> </ul>	As required
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 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

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Skills, knowledge, experience, qualifications and/or training	<ul style="list-style-type: none"> <li>Moderate skills in oral and written communication with clients and other members of the public;</li> <li>knowledge of established work practices and procedures relevant to the workplace;</li> <li>knowledge of policies relating to the workplace;</li> <li>application of techniques relevant to the workplace;</li> <li>developing knowledge of statutory requirements relevant to the workplace;</li> <li>understanding of basic computing concepts.</li> </ul>	As required
Organisational relationships	<ul style="list-style-type: none"> <li>work under regular supervision, except where this level of supervision is not required by the nature of responsibilities undertaken (<i>see Responsibilities above</i>);</li> <li>provide limited guidance to a limited number of lower classified employees.</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 Service Stream Manager weekly/fortnightly;</li> <li>Ensure all appropriate receipts and travel claims are sent through with time sheets.</li> </ul>	As per TFSS policies and procedures
Professional Development	<ul style="list-style-type: none"> <li>Actively participate in 1:1/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>



Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
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 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>	As per TFSS policies and procedures
Client Safety & Child Protection	<ul style="list-style-type: none"> <li>Provide a safe, comfortable physical environment for clients and their children;</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 a person under 18 years;</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>	As per Children's and Young Person's (Care and Protection) Act  Chapter 16 A
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>	As per TFSS policies and procedures
Complaints	<ul style="list-style-type: none"> <li>All complaints are acted on and handled within policy;</li> <li>Manager is aware of complaints immediately.</li> </ul>	As per 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>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 Manager**

- All issues that require a sign off/approval from the Service Stream Manager or those with the delegation of authority to do so;
- Issues outside of policy guidelines;
- Complaints from families or service providers;
- Requests for new business from Funding Bodies;
- Complaints from Funding Bodies.

**Conditions of Employment:**

All TFSS workers are bound by the terms and conditions contained within the:

- TFSS Letter of Engagement
- The Position Description
- The relevant Industrial Award (s)
- TFSS Policies and Procedures and program specific protocols and guidelines
- The TFSS Code of Conduct, as amended and endorsed by the TFSS Board of Directors from time to time.

It should be noted that you may need to perform other duties within your competence and knowledge as directed from time to time to meet our operational needs and we (TFSS) reserve the right to vary the above position description at any time in response to the changing needs of the program and organisation.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Dated

\_\_\_\_\_  
Employee's Name

\_\_\_\_\_  
CEO /Manager's Signature

\_\_\_\_\_  
Dated

\_\_\_\_\_  
CEO /Manager's Name