

POSITION TITLE	Crisis Youth Development Worker
REPORTS TO	Acting Team Leader – Crisis and Youth Services
LOCATION	Lilydale
KEY CONTACTS	Other Agency Staff Client families Relevant government and community agencies Other Agency stakeholders

### Our Values



#### Belief

We believe in the potential of every individual experiencing homelessness. Our focus goes beyond shelter—prioritising resources and support to nurture agency and foster growth. We empower individuals to take control, create their own pathways towards a self-determined future.



#### Authenticity

We value real connections and open dialogue with our clients, staff, and partners. By fostering a culture of honesty and acceptance, we create transparent, trustworthy relationships. We celebrate and embrace the diversity that makes up Anchor, giving a platform for all individual voices to be heard.



#### Collaboration

We value the diverse experiences and perspectives of all involved in our mission. Across a diverse set of teams, we foster a sense of unity, listening and working together to achieve the best outcomes for our clients. For while our specific work may be different, what we work towards is the same.



#### Empathy

Support at Anchor is deep, meaningful, and client centred. We understand that no two individuals experience the same disadvantage, nor have the same aspirations. Every day in our work, we take the time to understand each client, understanding their journey. We place our clients' needs before our own, especially at times of crisis.

### About Youth Development Services

Anchor's integrated approach addresses often complex needs and circumstances so that people experiencing or at risk of homelessness, can learn, develop, and thrive. We are always looking for new initiatives to support young people and offer a range of services including:

- Accommodation support for youth Living in Anchor's accredited Foyer (16-21 years of age) and transition housing settings.
- Private rental brokerage to assist with living independently (up to 25 years of age).
- Family reconciliation services.
- Holistic case management to support our families and singles in Transitional Housing and the Lilydale Youth Foyer.
- Case plans and goal setting.
- Private rental and Victorian Housing Register applications.
- Specialist referrals.
- Support with funding applications.

Anchor prides itself on working from the theoretical frameworks underpinning Advantaged Thinking, Trauma Informed Practice and strengths-based case management where the voice of clients and families are considered a priority to informing our practice and service development.

## Position Summary

This is a key role contributing to Anchor's purpose where we believe in an Australia where anyone experiencing homelessness has a pathway to safety and independence. We're here to help them find it.

The Crisis Youth Development Worker works respectfully with young people and families to ensure that the services provided are culturally informed and safe. Their work with clients focuses on the needs of the client Inclusive of the client voice.

The Crisis Youth Development Worker is expected to work within the policies and philosophical framework of Anchor, and to adhere to the highest professional and ethical standards when performing the duties of the position.

People in this role are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination.

## Accountabilities

The primary accountabilities of the role as follows but not limited to:

- Provide crisis response to young people accessing Anchor's Access Point.
- Assist young people to access accommodation options appropriate to their needs.
- Provide support and case coordination to young people and their families placed in Transitional Housing, including advocacy and accessing specialist services.
- Participate in and be available for out-of-hour group activities alongside young people in Transitional Housing alongside young people at Anchor's Youth Foyer.
- Engage with Anchor's internal youth programs and adult crisis response team to ensure a continuity of service for clients.
- Manage and distribute brokerage available to young people in our catchment area.
- Engage with community stakeholders to provide education and facilitate early intervention strategies.
- Work directly with community assets to provide enhanced opportunities for all Anchor youth clients, including community connections and social inclusion opportunities.
- Provide support and case coordination to young people and their families, including advocacy and accessing specialist services.
- Assist youth and their families to access accommodation options appropriate to their needs.
- Engage with Anchor's internal youth programs and crisis response team to ensure a continuity of service for clients.
- Develop training and resources to assist young people in building the tools and skills for life.
- Maintain accurate, comprehensive participant records and statistical data in accordance with Anchor's policies.
- Remain informed of relevant changes within the sector and client groups as well as government funding standards and policies.
- Other duties, as directed by the Team Leader – Youth Development Services.

### Anchor's Capability Framework

The Anchor Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment. These capabilities work together to provide an understanding of the knowledge, skills and abilities required of staff in this role.

### Key Capabilities

<p><b>Achieve results:</b> Enables the achievement of quality outcomes by identifying and removing potential barriers to success.</p>	<p><b>Resilience:</b> Motivates and supports teams to achieve objectives even in difficult circumstances.</p>
<p><b>Continuous improvement:</b> Assist and guide others to address emerging challenges and strategies and risks and generate support for change initiatives and a continuous improvement environment.</p>	<p><b>Integrity:</b> Emphasises and role models integrity and alignment with Anchor's values and policies, confronting behaviors or actions of others which are at odds with Anchor's values, holds people accountable and initiates and supports corrective actions.</p>
<p><b>Guides, mentors and learns:</b> Identifies and develops talent. Encourages and motivates people to engage in continuous learning and empowers them by delegating responsibility.</p>	<p><b>Negotiation and influence:</b> Approaches negotiations with a strong grasp of the key issues, focuses discussion on the desired objectives and ensures negotiations remain professional.</p>
<p><b>Leadership:</b> Engages and inspires others in the strategic direction of Anchor, encourages their contribution and communicates expected outcomes.</p>	<p><b>Engages with risk:</b> Ensures that risks are identified and managed effectively, and appropriate strategies are in place to respond to variance. Seeks guidance and advice when required.</p>

### Inherent requirements of Work Activities/Environment

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads, and competing priorities and demands.	Daily
	Work in a team environment, supporting and developing team members.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments.	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Occasional
	Work in buildings which may be two-story.	Regular
	Work in open plan office	Regular
	Sit at a computer or in meetings for an extended period, concentrating for long periods of time.	Regular
Present at court and other jurisdictions.	Occasional	
<b>People Contact</b>	Collaborate with a team of case managers, support workers and casual workers, ensuring positive outcomes.	Daily
	Work closely with DFFH.	Occasional
	Liaise with government, non-government and community organisations.	Daily
	Advocating for clients.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, significant others, family members, advocates, doctors, police.	Regular
	Respond to critical incidents including the completion of incident reporting	Occasional
	Engage with appropriate community networks and consultation opportunities to enable better service delivery and drive quality outcomes.	Regular
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: managing participant records and statistical data, referral documents, or court reports	Daily
	Ensure young people know how that they can provide feedback both internal and through external organisations.	Regular
	Participate in client reviews and other forums.	Regular
	Meet compliance with agency and program specific policies, procedures and audit requirements.	Regular

	Use technology including computers, telephones/mobiles, conferencing technology such as Microsoft Teams/WebEx and Zoom and a range of databases and software.	Daily
Transport	Drive vehicles, possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behavior, verbal or physical.	Occasional

### Mandatory Qualifications and Licences

- Diploma or tertiary qualification in Youth Work, Social Work, Psychology, and/or Welfare, together with relevant workplace experience which includes providing support to young people experiencing homelessness.
- Completion of a Criminal History Check and Working with Children Check on commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- Level 2 First Aid Certificate, or the willingness to undertake/gain the qualification.
- Current Victorian driver's licence.

### Skills, Experience and Knowledge

- Demonstrated work with young people in crisis, ideally in homelessness.
- Knowledge of the service systems, processes and networks that are needed and utilised by Anchor's client group in relevant region.
- Knowledge and understanding of the developmental stages of adolescence and young adulthood.
- Highly effective interpersonal and communication skills.
- Strong organisational skills and the ability to set priorities within the context of competing demands.
- Demonstrated ability to work flexibly, independently and co-operatively in a dynamic team environment.
- Willingness to work withing the Agency's philosophy and values.
- Computer literacy including Microsoft Office suit and Anchor Systems.

### Expected behaviors for all Anchor Staff

- Act in accordance with Anchor's code of conduct, and is committed to Anchor's vision, purpose and values
- Act in accordance with Anchor's health and safety policy and management system, including the Psychosocial Health and Wellbeing framework of Me<>WE<>US
- Value and promote inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities
- Abide by the Child Safe Policy and requirements in meeting the Victorian Child Safety Standards, a legislated amendment under the Child Safety Act 2005
- Demonstrate a customer focus by prioritising the needs and outcomes of staff and clients
- Act in a manner consistent with Anchor's policies, including social inclusion, equal opportunity, privacy and confidentiality

- Contribute to a workplace environment which supports peers, develops teamwork and collaboration and positively contributes to group activities
- Participate in staff meetings, program planning, professional development sessions and service planning meetings
- Participate in formal supervision processes, probationary and annual performance appraisals
- Contribute to innovation and continuous improvement
- Successfully complete all mandatory training in a timely manner, to support high quality, safe and effective service delivery.

### **Statement of Commitment to Child Safety and Wellbeing**

Anchor has zero tolerance for abuse, neglect or harm of children. We are committed to the safety and wellbeing of all children participating in our programs and the welfare of children is always our first priority.

We create environments where all children and young people are valued, empowered and feel safe.

Anchor recognises the history and impact of white settlement upon our First Nations people and ensures the cultural safety of Aboriginal and Torres Strait Islander children. Anchor understands and addresses additional barriers faced by children from culturally and linguistically diverse backgrounds. Anchor acknowledges that children with a disability and LGBTQI+ children have additional vulnerabilities and Anchor responds to their individual needs to ensure their inclusion, empowerment and wellbeing.

### **Anchor's commitment to Diversity and Inclusion**

Anchor is proud to be an equal opportunity employer. We celebrate diversity and are committed to employing a diverse workforce and creating an inclusive environment for all employees.

### Employee Declaration

*I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed regularly to maintain its relevancy and meets organisational objectives.*

**Employee Name**

**Employee  
Signature**

**Date**