

Position description

Title	Youth Homelessness Case Manager
Reports to	Team Leader Family & Youth Services
Classification & Salary	SCHADS Level 5 (plus super and salary packaging)
Employment Status	Part Time (0.8FTE) Max Term Part Time
Work Location	Brimbank
Date	May 2026

Good Shepherd Australia New Zealand (GSANZ)

Our 2023–2027 strategy outlines the world we want to see and our role in advancing it. We aspire for all women, girls, and families to be safe, well, strong, and connected. We strive for equity, dignity and social justice for women, girls and families by collaborating globally and acting locally, supporting our communities in Australia and New Zealand to thrive.

We want women, girls and families to live full and dignified lives, have dignified income and enjoy financial wellbeing. We aim to provide place-based, people-centred, holistic services while working at the system level to achieve bold and audacious reform. We currently offer microfinance programs and products, financial counselling and coaching, family and domestic violence support services, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and strong advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context, and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

Role Purpose

Youth services are offered in the Brimbank/Melton and surrounding areas as well as the City of Yarra. The clients include general support, engagement programs and homelessness services.

The Youth Homelessness Case Manager provides holistic case management, outreach and housing support and information to young people aged 15–25.

Young people are referred from crisis homelessness services and present as homeless or at risk of homelessness and may have complex issues and require intensive support, including support to young parents and their children.

Other functions include liaising with homelessness access points and networks and working collaboratively

with other agencies to provide a holistic case management framework that is client-centered and tailored to the needs of the individual/family.

The staff member is required to work and build networks across both the areas of Brimbank/Melton and the City of Yarra locations and maintain a case load of up to approximately 15 young people who are predominantly located within the city of Brimbank.

Key Responsibilities

- Engage and work with young people aged between 16 and 24 experiencing homelessness or at risk of homelessness with a minimum case load of 6-8 clients.
- Advocacy and liaison with relevant housing access points and specialist services in the West and North regions.
- Provision of Case management and Interim Response through a client centered lens.
- Enhance the wellbeing of young people and their families.
- Collaborative work with existing and new networks within the West and North regions.

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Tertiary qualification in youth work/social work or related qualification.
- Experience in the delivery of support services to clients experiencing homelessness or at risk of homelessness.
- Experience of working with young people and ability to engage people actively and assertively with complex needs.
- Understanding of the homelessness service system with knowledge of patterns, trends and systemic issues that impact on young people.
- Demonstrated ability to work collaboratively with other services towards effective client centred solutions.
- Demonstrated capacity to work flexibly and to be able to manage competing demands.
- Excellent communication, verbal and written and problem-solving skills.

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC)
- Proof of the right to work in Australia
- You may be required to obtain particular vaccines or immunisations in order to perform the inherent requirements of this position. This includes but is not limited to the COVID-19 vaccine/immunisation

The above requirements will need to be supplied and verified prior to commencement.

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.