

FAMILY ACCESS NETWORK

Committed to providing a child safe environment



ACCESS KEY YOUTH CONSULTANT - POSITION DESCRIPTION.

POSITION TITLE: Youth Consultant

PROGRAM AREA: Accessibility and Inclusion Project

REPORTING TO: Project Officer

LOCATED: 1, 2-10 Harrow Street, Box Hill, 3128

DATE: October 2023

ORGANISATIONAL OVERVIEW:

Family Access Network (FAN) has been making a difference in young people lives since 1981 and is committed to responding to the diverse needs of homeless and at-risk young people, young families and children.

FAN is underpinned by a strong client focused, strengths-based approach that seeks to maximise positive outcomes for young people through timely intervention and strategic responses. FAN provides a range of services for young people, young families and accompanying children who are experiencing or at risk of homelessness, family violence and social isolation including:

- Homeless Support Services, incorporating
 - Transitional Support Program case management
 - Private Rental Brokerage Program
 - Housing Establishment Fund
 - Homeless Youth Dual Diagnosis Initiative
- Pathways to Resilience – Family Violence Therapeutic Intervention for LGBTIQ+ Young People
- Life Skills – including Young Mums Group, Young Families Programs, and Eastern Diversity Group (EDG) – LGBTIQ+ social support group
- Talking with Pride – LGBTIQ+ Family Violence Therapeutic Group
- Volunteer Program – Lead Tenants and Mentors
- LGBTIQ Capacity Building Project
- Children’s Program – Early Years
- Equity Support Program

PROJECT OVERVIEW:

FAN's existence for the last 42 years has been made possible through its continuous effort to adapt and respond to the needs of service users. Through discussions conducted by staff during meetings such as our LGBTIQ+ and client engagement portfolio, and client feedback received, it has been identified that the organisation could be doing more to improve in its ability to be more accessible and inclusive for LGBTIQ+ service users living with a disability. Our internal data collated demonstrates that over 90% of service users presenting to FAN have either physical, intellectual, sensory disabilities, and experience mental health issues. Due to their presenting needs, service users in this cohort face difficulties in accessing services due to factors such as noise, lighting and unfamiliarity with the location. As we are a homelessness service, we want our service users to be able to seek support with minimal barriers in place that can impede their ability to do so.

The purpose of this project is to gather information on how to best develop an access key and social script. As youth consultants (aged 16 to 25) with lived experience of disability, neurodiversity and/or mental ill health, your role will be to provide feedback on accessibility level or service users locating and using the FAN office space. In this position you will support the project team to identify and understand the structural and organisational barriers for LGBTIQ+ identifying people living with a disability and/or neurodiversity.

Access Key and Social Scripts are comprehensive digital documents that provide information about what to expect when visiting our service, this helps service users understand what to expect from the experience and may reduce any anxieties they have about visiting our service. Access Keys and Social Scripts are guides that provide accurate and convenient information about accessing venues, events and programs. Information shared can be on aspects such as venue location, texture, noises, smell and staffing.

POSITION OVERVIEW:

In this role you will work with the project officer to provide information supporting the access key. You will be expected to complete an initial assessment summarizing your first impressions and experience of the physical office space outlining its level of accessibility. From this you will be provided with a template to develop a detailed written report informing the design of our access key. Reports to be completed by 1st of December 2023. Time commitment for this role is approximately 10 hours of work, including meeting and travel time. This is a paid position, where youth consultants will be fairly compensated for their work.

DUTIES AND ESSENTIAL FUNCTIONS OF THE ACCESS KEY YOUTH CONSULT:

1. Complete initial assessment survey and provide general feedback on experiences on level of accessibility.
2. Produce a detailed written report, following the template provided to outline how to access and navigate the office space.
3. Provide feedback on communication boards, personal experiences and sensory descriptions of office spaces and surrounding areas, and transportation methods to access office buildings.
4. Provide feedback of the FAN website and accessibility level.

Key Selection Criteria

Applicants **must** address the following selection criteria to support their application:

1. a young person (aged 16 to 25) with lived experience of disability, neurodiversity and/or mental ill health.
2. Demonstrated understanding of issues facing people living with a disability and queer intersectionality.
3. Preferred work or volunteer experience in youth advocacy or advisory role.
4. Must have working with children's check as well as an Australian Business Number (ABN).
5. Must be willing to undertake a police check that is organised by FAN

REPORTING RELATIONSHIPS:

Access Key Youth Consultan will collaborate with Project officer.

SALARY AND CONDITIONS OF SERVICE:

Salary will be paid as per the Social Community Housing & Disability Services (SCHADS) Award, listed at \$500 per completed report.

Pre- Employment Requirement

Satisfactory completion of National Police Records Check and Working with Children Check

HOW TO APPLY:

Please send your expression of interest to A Ong@fan.org.au by 5pm November 10th. Please outline what draws you to this opportunity and what experiences and skills you think you will bring. This can be done via email, video or voice recording (max 300 words).

Contact Information

For further information contact Aaron Ong on 9890 2673 or email A Ong@fan.org.au.

FAN embraces differences in gender identity and expression, age, ethnicity, race, cultural background, disability, religion, sex characteristics, and sexual orientation. We recognise the benefit diversity and inclusion plays in helping achieve our goals. We strongly encourage people who are part of the LGBTIQ+ community and/or First Nations to apply. We recognise that everyone has varying levels of

support needs, and thus we would like to highlight that you are welcome to bring a support person along to meetings with FAN. Additionally, you can withdraw from the project at any time, payment will be based on the proportion of the consultation that was completed.