



POSITION TITLE:	Youth Engagement Worker – Safe & Connected
POSITION NUMBER:	YS088
POSITION LOCATION:	Warrnambool, Portland or Hamilton
CLASSIFICATION:	Level 3 - 4 (Social, Community, Home Care and Disability Services Industry Award 2010) (Pay point will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM /DIVISION:	Youth Support Team – Youth Services Division
EMPLOYMENT CHECKS:	Current National Police Check, Working with Children Check and DWES List Check.

OUR ORGANISATION

Brophy Family and Youth Services is a quality accredited not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland, Hamilton and Colac.

Brophy Family and Youth Services actively values and promotes diversity in our community and affirms our commitment to always be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTQ+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities).

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

DIVISION AND PROGRAM OVERVIEW

The Youth Services Division encompasses four teams which include Youth Support Team (Youth Homelessness, Youth Justice, Better Futures and Young Parents), Youth Transitions Team (Transition to Work, L2P and related transition programs), Foyer Warrnambool (24 hour supported youth accommodation facility and related services), School & Community Programs (School Focused Youth Service, Safe in the South West Project, Youth and Community Projects, Healthy Relationships).

The Safe and Connected Youth Engagement Team (as part of the Working for Victoria Fund WfV) will sit within the Youth Services Division and provide by agreement flexible services and support to identified youth programs across both the Youth and Health Services Division through mutual negotiation.

The Working for Victoria (WfV) Fund is part of the Victorian Government's \$1.7 billion Economic Survival Package to address the impact of the COVID-19 crisis. The Fund supports the creation of new short-term roles, and has partnered with Sidekicker to support job seekers to find work. Under this initiative, a coalition of eight youth-focused organisations, led by YACVic, has received funding to employ a variety of roles to strengthen youth outreach and the youth sector in Victoria in light of the COVID-19 crisis.

PRIMARY PURPOSE OF ROLE

The Youth Engagement Worker - Safe & Connected roles are 12 month contracted funded positions awarded to a coalition of youth service agencies across Victoria (including Brophy) under the Working for Victoria Fund. This is a collective response to the impacts of COVID 19 on those young people already recognised as at-risk, vulnerable, and experiencing hardship and additional young people who will need support services for the first time due to the unprecedented impacts of COVID-19 disruption.

The Youth Engagement Worker - Safe & Connected is a member of the Safe & Connected Youth Engagement Team who provide an outward facing ,responsive, flexible and engaging support service across the region to young people aged 12-25 who are experiencing isolation, disengagement and lack of connection due to the impacts of COVID 19 in the SW Region.

The role requires a service approach which can incorporate physical outreach and face to face contact, community engagement activities, use of digital platforms, media and technologies and other creative and tailored strategies to locate and connect with young people, and identify the supports and services they require.

The newly developed team of Youth Engagement Workers across the region will supplement and resource existing youth teams and programs at Brophy that are challenged in meeting the additional workload resulting from COVID-19 issues and the required response.

The Youth Engagement Team will be utilised in a range of ways according to each identified teams needs and will add much needed resources in delivering an outward facing response to clients in the region.

Examples of the type of work involved in the role could be; distributing information about services in hard to reach places, linking young people into critical services, creating or coordinating group work activities in person and on line, checking in on the safety and wellbeing of clients who are waiting on services, providing emergency relief, enabling ways for young people to communicate about their needs, i.e. youth voice, transport, practical assistance and support,

The role is an opportunity for a qualified and /or experienced person who is interested in engaging and working with young people and seeking to increase suitable skills, qualifications and experience in a professional partnership with experienced and specialist staff.

ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

Promoting all the Safe & Connected related programs within appropriate youth and community networks will be a key requirement the role and as such the Team Leader will need to develop strong networks and working relationships with other agencies, including government and non-government organisations, community and education sectors. This will contribute to coordinating the development and delivering of innovative and flexible activities that deliver outcomes for young people in the southwest region.

The Youth Engagement Worker will establish appropriate community contacts and develop and maintain working relationships with a broad range of stakeholders in the provision of case management services towards achieving outcomes for young people.

A commitment to provide engagement and individual support to a diverse range of clients with a range of needs, along with the ability to negotiate, consult and liaise with industry professionals is key to this role.

This position may be based at various sites across the region, or travel across the region and as a result, this role requires the ability to make sound decisions, in some instances in crisis or stressful situations, whilst maintaining confidential and professional boundaries.

The role requires the ability to work autonomously and as part of a team, maintain accurate records, actively participate in and contribute to program service planning, along with all annual improvement activities to achieve organisational outcomes.

As this position regularly engages with other Agencies, the Youth Engagement Worker must be able to work collaboratively with others, maintain professionalism and actively promote Brophy Family and Youth Services.

REPORTS TO

The position reports to and is supervised by the Team Leader – Safe & Connected.

KEY RESPONSIBILITIES

Personal and Professional

- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally;
- Participate in supervision and professional development as negotiated with Line Manager; and
- Participate actively in team meetings, team planning days and agency activities to ensure an integrated approach to service delivery.

Technical Skills

- Provide and support access to assessment, information and education to young people;
- Provide outward facing engagement and outreach support to young people across the region;
- Participate in the shared development of goal setting, care planning, service referral and coordination and case review processes to meet the needs of young people;
- Reconnect, reunify and strengthen young people's connections to family and/or significant others in their lives;
- Identify and address barriers and challenges to strengthen young people's connection to school, training or employment opportunities;
- Support young people to strengthen their ability to manage their day to day lives i.e. living, social, recreational and health and wellbeing skills;
- Facilitate referrals and make linkages between young people and key internal and external service providers and support young people to connect with those services;
- Facilitate and participate in health and wellbeing promotion and harm reduction activities through group work and individual work, face to face and online digital platforms;
- Enable access to practical & social support including material aid;
- Be a role model and demonstrate positive attributes and solution focused approaches to reduce vulnerability build resilience and encourages aspirational focus;
- Ensure access to and compliance with legislation, standards, policies, practices and procedures relevant to the program area; and
- Ensure a professional standard of care and service provision according to the philosophy of Brophy Family and Youth Services.

Customer Service

- Promote the program's services and the Agency throughout the region;
- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes;

- Demonstrate an awareness and practice in response to the diverse needs of clients and deliver culturally appropriate service; and
- Demonstrate an understanding of rural communities and the issues they face.

Continuous Quality Improvement

- Seek regular consumer feedback regarding the effectiveness of the programs services as part of BFYS Clinical Governance Framework;
- Participate in program evaluation activities that promote Advantaged Thinking and contribute to improved outcomes for clients; and
- Participate in and contribute to BFYS quality improvement processes and other activities to meet service and accreditation standards.

Team Work and Communication

- Support a positive team approach across the program area, Agency and with other service providers and partners;
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the program and Agency's objectives;
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures;
- Participate in the development and planning activities for the 'client voice' within your team and Agency; and
- Undertake other appropriate duties as directed by the Line Manager.

Administration and Documentation

- Collect and input data as per the evaluation framework and the timeframes of the Working for Victoria project plan;
- Ensure accurate, confidential and timely client documentation, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards; and
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

GENERAL RESPONSIBILITIES

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures;
- Actively participate in all required supervision, annual performance management process, professional development and training activities;
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards;
- Participate and contribute to the culture of a Learning Organisation environment;
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems;
- Participation in the development of consumer's participation activities within your program and Brophy; and
- Demonstrate and commit to Brophy's organisational values and model these on a daily basis.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

KEY SELECTION CRITERIA

QUALIFICATIONS

- A minimum qualification of a sector recognised and accredited Bachelor of Social Work or Diploma in Community Services or equivalent. (for example in related areas of Education, Training, and Community Development) (Qualifications where relevant must be approved by recognised professional bodies: i.e. AASW, Community Services Council, APS etc.); and
- A current Drivers Licence.

EXPERIENCE, SKILLS AND ABILITIES

The successful candidate will have the best combination of the following characteristics:

- Demonstrated ability to actively engage young people into community, educational and support services;
- Commitment to practices and interventions with young people that promote Advantaged Thinking, harm minimisation and solution focused approaches;
- Ability to advocate on behalf of the needs of young people in the region;
- Experience in identifying and assessing needs and risks, providing interventions, participating in care planning and relevant documentation;
- Well-developed communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients;
- Knowledge of principles relating to confidentiality and duty of care;
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of support services, business and community organisations; and
- Ability to use Microsoft office suite of products, along with experience in use of digital platforms and social media as engagement and support tools.

AUTHORISED BY

NAME: Kathy Sanderson
POSITION: Executive Manager – Youth Services
DATE: August 2020

ACCEPTED BY INCUMBENT

NAME: _____

SIGNED: _____ DATE: ____/____/____