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| POSITION TITLE: | Youth Development Worker (Foyer Warrnambool) |
| POSITION NUMBER: | YS071 |
| POSITION LOCATION: | Warrnambool |
| CLASSIFICATION: | SCHADS Level 3 -4 (PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award) |
| TEAM /DIVISION: | Youth Foyer 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 Child Safe, 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 LGBTIQ+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTI inclusive practice.

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, Leaving Care and Young Parents, Youth Transitions Team (Transition to Work 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 Projects, Healthy Relationships).

PRIMARY PURPOSE OF ROLE

The role of the Youth Development Worker (Foyer Warrnambool) is to support the engagement and progress of young people in the Foyer program.

The role forms part of the Youth Foyer Team and works with the team and other key stakeholders in the ongoing development and delivery of the program.

As this position regularly engages with external stakeholders, the incumbent must be able to work collaboratively with others, maintain professionalism and actively promote Brophy Family and Youth Services to the region.

ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The Youth Development Worker (Foyer Warrnambool) will establish appropriate community contacts and develop and maintain working relationships with a broad range of stakeholders in the provision of the program aiming towards achieving outcomes for young people.

A commitment to provide excellent customer service to a diverse range of clients across a number of issues is key to this role.

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 is required to work autonomously, work as part of the Youth Foyer Team, maintain accurate records, and is expected to actively participate in and contribute to program service planning along with all annual improvement activities to achieve organisational outcomes.

As this position regularly meets with and plans as part of the Youth Foyer Team with program partners, the Youth Development Worker must be able to work collaboratively with others, maintain professionalism and actively promote The Foyer and Brophy Family and Youth Services to the region.

REPORTS TO

The position reports to and is supervised by the Manager – Foyer Warrnambool.

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, secondary consultation within scope of practice and professional development as negotiated with Line Manager.
- Participate actively in team meetings, team planning days and agency activities to ensure an integrated approach to service delivery.
- Participate in all core training designated by the Community of Practice to ensure integrity of the agreed model of service delivery.

Technical Skills

- Adhere to the Foyer Warrnambool Practice Guide and support the development and delivery of living skills and learning programs for residents.
- Work with residents and South West TAFE staff to help identify education and employment goals, and to develop Learning Plans throughout the joint delivery of the Certificate I in Developing Independence and beyond.
- Assess residents' skills, capabilities and non-vocational barriers
- Address residents' issues as they arise, and manage dynamics and complex needs.
- Maintain accurate and timely records in the Specialist Homelessness Information Platform (SHIP database) and agency data-capture systems.
- Support the management of the day-to-day operations of the Foyer program, to ensure annual operating plans and key performance indicators are achieved.

- Support networks and relationships that contribute to educational and employment opportunities for participants.
- Connect residents to the right opportunities, resources, people and places to develop their talents and achieve their goals
- Assist in ways to capture, communicate and share innovative ideas and practices
- Willingness to participate in Agency On-call from a team and agency perspective.
- Ensure you have access to and comply with legislation, standards, policies, practices and procedures relevant to the program area.
- 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.
- 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.
- 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.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
- Participate in the development of consumer participation activities within your team and Agency.
- Undertake other appropriate duties as directed by the Line Manager.

Administration and Documentation

- Take responsibility for accurate, confidential and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- 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.
- 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 Welfare Work or equivalent. (Qualifications must be approved by recognised professional bodies: ie. AASW, Community Services Council, APS etc.)
- A current Drivers Licence.

Experience, Skills and Abilities

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

- A depth of knowledge about the causes and consequences of youth homelessness and the kinds of strategies that are successful in helping young people follow pathways to independent living and educational / employment opportunities.
- Demonstrated knowledge and experience of youth engagement particularly from an advantaged thinking perspective, and of training and employment models, their implementation, delivery and evaluation.
- Demonstrated experience of working in an outcomes-focussed environment.
- Demonstrated knowledge and understanding of appropriate legislation relevant to the role, case management practice, and the ability to adhere to policy and procedures.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.

AUTHORISED BY

NAME: Kathy Sanderson
 POSITION: Executive Manager – Youth Services
 DATE: September 2018

ACCEPTED BY INCUMBENT

NAME: _____

SIGNED: _____

DATE: ____/____/____