



POSITION TITLE:	Program Worker (Foyer Warrnambool)
POSITION NUMBER:	YS072
POSITION LOCATION:	Warrnambool
CLASSIFICATION:	SCHADS Level 3 (PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM /DIVISION:	Foyer Warrnambool – Youth Services Division
EMPLOYMENT CHECKS:	Current National Police Check and Working with Children 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, Better Futures 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), and the Safe and Connected Team.

PRIMARY PURPOSE OF ROLE

The Program Worker – Foyer Warrnambool is responsible for the support of Foyer residents to engage in Foyer programs or individual activities which develop independent and sustainable living skills and life options for residents in order for them to access or maintain employment or education/training opportunities.

This position primarily focuses on providing support on weekends and after hours, and is required to be available to work across the 24 hour day, 7 day roster including sleep overs at Foyer Warrnambool.

On overnight shifts requiring sleepovers, the worker will be the sole worker on shift with access to an Agency on call service

The Program Worker is required to develop trusting and supportive relationships with young people who maybe leaving home for the first time, or at risk of being homeless, and have an understanding of the issues being faced, whilst maintaining high levels of confidentiality and professionalism. From this, the Program Worker will be required to maintain records, case noting and completion of Incident Reports in line with Agency policies when required.

ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The Program Worker will establish and maintain working relationships with a broad range of stakeholders in the support of Youth Development services towards achieving outcomes for young people.

A commitment to provide excellent support to a diverse range of residents across a number of issues is required, along with the ability to negotiate, consult and liaise with other team members.

This position works closely with the Manager, and other team members in the Foyer program and is required to demonstrated the ability to make sound decisions, in some instances in crisis or stressful situations, whilst maintain confidential and professional boundaries.

The role is required to maintain accurate records, expected to actively participate in and contribute to program service planning, along with all annual improvement activities to achieve organisational outcomes.

REPORTS TO

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

KEY RESPONSIBILITES

Personal and Professional

- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally.
- Participate in supervision, support and reflective practice, as negotiated with Line Manager.
- Participate in all core training designated by the line Manager, to ensure integrity of the service delivery model.

Technical Skills

- Assist in maintaining a safe living and learning environment for Foyer residents and staff
- Assist in the provision of the independent living program, including cooking.
- Support and encourage residents to be involved in decision making processes utilising an advantaged thinking philosophy and Trauma informed approaches.
- Work closely with clients and other staff when planning social and group activities.
- Engage with young people using a variety of strategies and methods.
- Provide case assistance in consultation with the Youth Development Worker
- Demonstrate initiative in developing and implementing programs and activities within the setting.
- 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 approach that support 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 may be 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:

- Demonstrated case management or youth work experience.
- Demonstrated understanding of how the dynamics related to communal living may impact on both residents and staff.
- Demonstrated knowledge and understanding of the appropriate legislation, 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: June 2018

ACCEPTED BY INCUMBENT

NAME: _____
SIGNED: _____
DATE: ___/___/___