



<b>POSITION TITLE:</b>	<b>Youth Support Worker</b>
<b>POSITION NUMBER:</b>	<b>YS069</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool and Portland</b>
<b>CLASSIFICATION:</b>	<b>SCHADS Level 3 - 4</b> <b>(PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)</b>
<b>TEAM /DIVISION:</b>	<b>Youth Support Team – Youth Services Division</b>
<b>EMPLOYMENT CHECKS:</b>	<b>Current National Police Check and Working with Children Check</b>

## 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 Youth Support Worker is responsible for the provision of quality support and case management to young people between the ages of 10-25 years of age who are homeless or at risk of being homeless, transitioning from state care or involved with the youth justice system. Young people 'at risk' present with a range of complex and varied needs that require an individualised service response.

This role assists the Manager by providing case management to clients and achieving outcomes required for the program.

The position is required to promote these programs within appropriate youth and community networks. The incumbent will develop strong networks and working relationships with other agencies, including government and non-government organisations, community and education sectors. As a result, this role will act as an advocate for the programs when developing innovative and flexible activities that deliver outcomes for clients.

In this role, the incumbent is expected to have a sound knowledge of the principles and processes of relevant legislation pertaining to young people at risk.

## **ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES**

The Youth Support 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 intensive individual support to a diverse range of clients with complex needs, along with the ability to negotiate, consult and liaise with industry professionals is key to this role.

The role requires the ability to make sound decisions, in some instances in crisis or stressful situations, whilst maintaining confidential and professional boundaries. Along with 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 Support 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 Manager – Youth Support Team

## **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.

### Technical Skills

- Undertake case work with vulnerable young people with complex needs, using effective interventions and focussing on developing strengths. This includes:
  - Intake and screening.
  - Undertake individual assessments, develop and implement action plans in conjunction with young people referred to the Youth Support Programs.
  - Mutually agreed support planning that focuses on developing and achieving goals regarding:
    - Access to education, training and employment

- Support to develop independent living and social skills
- Support to connect to family, significant others, community and culture
- Access to safe and stable accommodation
- A focus on addressing developmental, health and wellbeing needs
- Support to reduce the risks of re-offending
- Appropriate interventions based on task centred and strength based approaches
- Sound exit planning to ensure positive pathways and outcomes for secure housing and independent living.
- Undertake case coordination, care team meetings and key worker activities as appropriate.
- Active engagement and flexibility in service delivery (including assertive outreach).
- Undertake mediation and family work with young people at risk of homelessness and their families to reduce the risk of youth homelessness.
- Demonstrate an understanding of the needs of children in families who are homeless or at risk of homelessness.
- Enable access to financial support and brokerage funds including Housing Establishment Funds, Private Rental Assistance Packages, Better Futures Flexible Funds and Transition into Independence Living Allowance.
- Enable access to practical & social support including material aid.
- Develop strong collaboration with the broader youth service system.
- Ensure access to and compliance 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

- Ensure the timely completion of data as specified by the Department of Health and Human Services and the Department of Justice and Community Safety.
- 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 Services or equivalent. (Qualifications must be approved by recognised professional bodies: i.e. 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 sound understanding of issues confronting vulnerable young people who are homeless or at risk of homelessness, transitioning from state care or part of the Youth Justice system, with a proven ability to engage and provide case management and support to vulnerable young people.
- Demonstrate an understanding of the child protection system and its role in the service system.
- Ability to make timely, sound case work decisions and assessments regarding the needs and vulnerabilities of children and young people.
- Deliver program activities and interventions that promote Advantaged Thinking and contribute to improved outcomes for clients.

- Ability to advocate on behalf of the needs of young people of the program and their families
- 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: October 2019

#### **ACCEPTED BY INCUMBENT**

NAME: \_\_\_\_\_  
SIGNED: \_\_\_\_\_  
DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_