



<b>POSITION TITLE:</b>	<b>Youth Development Worker (Foyer Warrnambool)</b>
<b>POSITION NUMBER:</b>	<b>YS114</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool</b>
<b>CLASSIFICATION:</b>	<b>SCHADS Level 2 (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>Foyer Warrnambool Team – Youth Services Division</b>
<b>EMPLOYMENT CHECKS:</b>	<b>Current National Police Check, Working with Children Check and NDIS Worker Screening Check</b>

## OUR ORGANISATION

Brophy Family and Youth Services (Brophy) is a 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 and Hamilton.

Brophy values the safety of all children and young people and has zero tolerance for any form of child abuse or harm. We listen to and ensure the participation and empowerment of all children and young people.

The cultural safety of First Nations people is important to us. We seek to maintain a safe environment so the diverse and unique identities of First Nations people are respected and valued. At Brophy young people will be supported to express their culture and enjoy their cultural rights. Brophy has a zero tolerance of racism and has an expectation that staff and volunteers will act on incidents of racism.

Brophy actively values and promotes diversity in our community and affirms our commitment to 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 LGBTIQA+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTIQA+ inclusive practice.

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

## DIVISION AND PROGRAM OVERVIEW

The Youth Services Division encompasses four teams which include Youth Opportunities Team, Youth Support Team (Youth Homelessness, Youth Justice, Better Futures and Young Parents), Foyer Warrnambool (24-hour supported youth accommodation facility and related services), School & Community Programs.

Foyer Warrnambool is a youth accommodation service which provides opportunities for young people aged 16 to 25 years to engage in individual and group activities aimed at developing the skills necessary to build independence and stability, covering the Foyer Offers of: Education, Employment, Housing and Living Skills, Civic Participation, Social Connections, and Health and Wellbeing.

## PRIMARY PURPOSE OF ROLE

The role of the Youth Development Worker (Foyer Warrnambool) is to work within an advantaged framework, utilise their developing Community Services skills in order to support Foyer students develop independent and sustainable living skills, access or maintain employment or education/training opportunities post-Foyer.

The role forms part of the Foyer Warrnambool Team and works with staff and other key stakeholders in the ongoing development and delivery of the program. Liaison with a range of stakeholders, care teams and other support services is a key area of the role to ensure Foyer students have a community of support post-Foyer.

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

This position includes providing support under supervision on weekdays, weekends and after hours on a 4-week rotational roster.

After the initial training period in which the Youth Development Worker demonstrates crisis management and client support skills, they will be able to work PM and weekend shifts (3pm – 11pm) as a sole worker on shift with access to the Practice Lead or Manager for phone support and guidance, and a Foyer On Call service for secondary consultation as required

***Once experienced, this role will include shiftwork across a 4 week roster, and the Youth Development Worker will be expected to fill shifts to support coverage of staff leave (planned and unplanned).***

## 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 with varying support needs is key to this role.

This role requires the ability to be willing to work in an advantaged thinking framework, make sound decisions, in some instances in crisis or stressful situations with support, whilst maintaining confidential and professional boundaries. The role is required to work as part of the Youth Foyer Team to build their Community Services skills, 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.

## REPORTS TO

The position reports to and is supervised by the Practice Lead– Foyer Warrnambool and will be supported by qualified Youth Development Coaches for training and development.

## KEY RESPONSIBILITIES

### Personal and Professional

- Embrace Brophy's commitment to child safety and wellbeing and demonstrate this through practice that reflects equity and inclusion, cultural safety and ensuring the safety and wellbeing of all children and young people.
- 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.
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### Technical Skills

- Adhere to the Foyer Warrnambool Practice Guide and support the development and delivery of living skills and learning programs for students.
- Work with students 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 students' skills, capabilities, and non-vocational barriers
- Address students' support needs as they arise and manage Foyer dynamics and complex needs.
- Maintain accurate and timely records in the Service Record System (SRS) database and agency data-capture systems.
- Support networks and relationships that contribute to educational and employment opportunities for participants.
- Connect students 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
- 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.
- Play an active role in ongoing Foyer Accreditation, with support from Foyer leadership and the Foyer Foundation.

### 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.
- Develop an awareness and practice in response to the diverse needs of clients.
- Develop 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 Brophy Clinical Governance Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to Brophy 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

- With support, 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.
- As directed, contribute towards all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- With support and direction, 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.
- Embrace and abide by Brophy's Child Safety and Wellbeing Policy.
- 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.

- Participate in the development of consumer's participation activities within your program and Brophy.
- Act on any incidents of racism or discrimination.
- Demonstrate and commit to Brophy's organisational values and model these daily.

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 Certificate IV in Child, Youth & Family Intervention or other relevant tertiary qualification.
- OR
- Be enrolled/ undertaking a commitment to complete an accredited Bachelor of Social Work or Diploma of Community Services 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:

- An interest in the causes and consequences of youth homelessness, and motivation to support young people to build pathways to independent living and educational / employment opportunities.
- An understanding and commitment to of youth engagement, and willingness to learn about how Advantaged Thinking can be used to support young people to identify and reach their goals.
- A commitment to learning and applying appropriate legislation relevant to the role and demonstrated 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 and communicate openly with Foyer Warrnambool team members.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a range of, 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: Cate Keane  
 POSITION: Executive Manager – Youth Services  
 DATE: July 2024.