



Position Description

Youth and Family Coach

Wesley Youth Hope
January 2020

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Youth and Family Coach

Wesley Youth Hope

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley Youth Hope

Wesley Mission’s Community and Family Care teams build resilience and strengthen capacity in the local communities where we work. We will provide front line care to people (within NSW) who seek our services on voluntary basis. We will support people using trauma-informed person-centred approaches in a holistic manner. We will actively seek to “Do All the Good We Can, By All the Means We Can, In All the Ways We Can,” for the whole of community. We are committed to local communities, the traditional owners, the new arrivals, the local people and Wesley’s meaningful presence within the local space. We are committed to finding ways to support and address the local un-met need. We will identify and respond to hidden and emerging needs in our local communities.

The main areas in Community and Family Care are:

- | | |
|---------------------------------|------------------------------------|
| • Brighter Futures | • Financial and Gambling Services |
| • Family Centres | • Emergency Relief |
| • Targeted Earlier Intervention | • Specialist Homelessness Services |
| • Multicultural Programs | • Mums and Kids Matter |
| • Worksmart | • Getting it Together |
| • Youth Health | • Assistance with Care and Housing |
| • Young Healthy Minds | • ParentsNext |
| • Youth Hope | • Executive Management team |



3 Overview of role

The Youth Hope Program is funded by Family and Community Services to support children aged between 9-15 years who sit at risk of significant harm. The Youth Hope program aims to promote better life outcomes for children and young people via the provision of a professional, comprehensive and family focused service. The Youth Hope program works with children, young people and their families to prevent issues of child safety, welfare and wellbeing escalating further and potentially placing children and young people at risk of entering the statutory child protection system.

The vision for the Youth Hope Program is to:

- Actively engage with vulnerable children, families and communities and working with them to provide the services they need which may involve coordinating service provision across the sector
- Support parents to meet the emotional, physical and material needs of their children, through warm and nurturing interactions and encouragement
- Healthy development in children and young people, including support for children to reach their developmental milestones in education, social and personal development.
- Increased awareness of culture and identity, including recognising the importance of culture in nurturing a sense of safety for Aboriginal children and young people in their family and broader communities
- Strong, functional and well support families
- Increasing family connections with community partners and other service providers
- Reduction and or prevention of children and young people experiencing abuse and neglect
- Increase in resilience for children and young people and their families.

4 Relationships

Reports to: Team Leader

5 Major role responsibilities

5.1 Our clients

- Work within Youth Hope Guidelines and practice principles
 - Be child, young person and family centred and build capacity for change
 - Use a strengths based approach to planning and implementation
 - Use a child wellbeing lens for holistic action
 - Build social connection within communities
 - Recognise the impact of trauma and develop and implement trauma informed policies and practices
 - Be flexible and reflect that families needs are not static, resulting in families transitioning in and out of hardship and disadvantage



- Work alongside family members in an ongoing process for child and young person focused case planning to meet goals identified in the family plan.
 - Provide outcomes based services, utilising common screening, monitoring and assessment processes
- Respond to referrals received from Family and Community Services or other service providers promptly and use persistent engagement to demonstrate commitment to working with the families and supporting their varied needs.
- Complete relevant assessments and develop a case plan in collaboration with the family and other relevant support people that addresses safety, risk and wellbeing issues and works towards life goals as identified by the child/young person and their family.
- Support child/young person and their families having access to Youth Hope programs including access to Facilitators and other internal groups. Be aware of and advocate for our families to access external supports and programs that would assist in achieving family and individual goals and safety planning.
- Develop pathways and partnerships to continuously improve supported referrals, connections and sector capacity building within the local community and service system. This includes participating and engaging in local interagency groups/programs or other Wesley Programs.
- Maintain a caseload of 8, ensuring regular contact with families which would include weekly/fortnightly face to face contact, phone contact, home visits, support accessing services, attending meeting with families and general administration tasks such as casenotes, reports and data collection.
- Ensure our program supports the diverse needs of our families/community including Aboriginal, Culturally and Linguistically Diverse and disability clients and develop or have access to programs that would support their needs.
- Work within the NSW Care and Protection Framework, actively screening for children at risk of harm and reporting appropriately.
- Where appropriate under section 16a of the Child and Young Persons (Care and Protection) Act 1998 and as per Wesley Mission's Information Exchange Policy gather additional information from prescribed bodies, in relation to identified child safety issues to support ongoing family case management and child safety.
- Promote Wesley Mission's principle of joined up thinking and practice

5.1.1 Performance Measures

- achieve 90% client satisfaction
- achieve or exceed all targets
- evidence that domestic violence and child protection screening is common practice



- evidence of quality partnerships and increased cross referrals within Wesley Mission and other stakeholders
- be a strong ambassador for the Wesley Youth Hope team.

5.2 Our people (our team)

- Complete Wesley Mission induction and orientation program and mandatory training
- Attend and participate in regular support meetings and team meetings
- Attend and participate in annual Employee Contribution & Development process
 - continue tracking achievement of goals, documenting your progress on the Employee Contribution & Development template
- Commit to a continuing process of personal self-development, training and skills acquisition
- Work with the leadership team to develop, implement, maintain and consistently review an evidence informed practice model
- Ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- Attend Life of the Mission events as advised by supervisor – there is an expectation that all staff will attend Wesley's Thanksgiving Service on the first Sunday in December
- Be a part of creating a team culture of support and respect
- Promote and ensure adherence to Wesley Mission brand
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to
- Regularly report to your supervisor on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- Identify and recommend opportunities to increase team satisfaction
- Attend all scheduled meetings
- Engage with new practices, policies and procedures.

5.2.1 Performance Measures

- Successfully achieved induction and orientation and mandatory training
- Attendance at Wesley Thanksgiving Service and or other Life of the Mission events.

5.3 Our operations

- Ensure the reputation and integrity of Wesley Mission is maintained at all time
- Contribute to program performance monitoring through reporting systems leading to measurable accountability as required by Family and Community Services



- Advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, to build effective relationship and ensuring brand compliance and use of correct templates
- Contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement
- Contribute to evaluation and quality improvement of programs
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with, during employment. Perform WHS tasks as directed by supervisor
- Embrace new developments and technological innovations including CRM and Carelink+, relevant to Wesley Mission's work
- Maintain industry specific standards and ISO9000 standards as per Wesley Mission's quality assurance policies
- Promote the grievance procedure to all clients and respond in line with the Wesley Mission Grievance Procedure.

5.3.1 Performance Measures

- Service delivery is within 90% of contracted target at any one point in time
- regular reporting requirements are met
- Number of local network/interagency meetings attended
- achieved working knowledge of:
 - funding specifications and guidelines
 - Wesley Mission employee handbook
 - relevant policy and procedures

5.4 Our financials

- Commitment to proactively planning our programs at the beginning of the year to minimise over or underspends at the end of financial year
- Wesley resources are maintained and serviced as required
- Commitment to retaining current funding through working within funding guidelines and providing a best practice service
- Proactively seek new funding opportunities

5.4.1 Performance Measures

- Wesley resources are well maintained including centres, vehicles and other equipment
- Evidence of proactive program planning and reduced over/underspend



- Current funding maintained

6 Professional responsibilities

- Attend other activities to support the delivery of the Wesley Youth Hope Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, worship services, training courses, staff satisfaction surveys and recognition activities as directed by your supervisor
- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Commitment to continuous quality improvement and the accreditation process, including the collection of data for quality improvement activities as required.
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate, including practicing with Wesley's Code of Conduct and Ethics and other Statutory requirements
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Demonstrates an understanding and strict compliance with the protocols, policies and procedures concerning privacy, dignity and confidentiality.

7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- Demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- Relates well to a range of people with sound listening and problem solving skills
- Confident professional with strong initiative and business acumen
- Displays emotional maturity and resilience.

Essential skills/knowledge

- Tertiary qualification(s) in Psychology, Counselling, Social Work, Social Science or related fields and or a minimum 2 years working in the child protection industry with other relevant qualifications.



- Experience in completing child focused assessment, such as family strengths and needs assessments that involve the identification and analysis of safety and wellbeing concerns for children and young people
- Demonstrated ability to engage families at the point of initial service contact, build relationships of trust and cooperation, problem solve and resolve conflict
- Demonstrated knowledge and experience in working with children and young people and their families experiencing domestic and family violence; neglect; parental and child/young person drug and alcohol misuse; parenting skills; child/young person behaviour management, learning difficulties, parental and child/young person mental health and social isolation.
- High level written and verbal communication skills, with experience developing case summaries and completing child protection reports
- High level ability to liaise, develop and maintain relationships with professional groups including Community Services and other government and non-government stakeholders
- Working knowledge of and commitment to wraparound model of service provision, 10 Practice Principals of Family Work (FaMS), evidence based practice, and child/youth focused practice
- Ability to work effectively with Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) families, organisations and communities
- Flexibility to work some evenings and occasional Saturdays
- Current NSW or National drivers licence.

Desirable skills/knowledge

- Working knowledge of the Youth and Family Support sector in the Penrith and Blacktown local government area
- Experience in using Structured Decision Making tools for family assessment
- Experience in managing electronic files and data bases.