



Position Description

Therapeutic Youth Worker **Wesley Dalmar Out of Home Care** **March 2020**

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



YOUTH WORKER

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 Dalmar Out of Home Care

Wesley Dalmar is an Out Of Home Care Service accredited by the Office of Children’s Guardian and regulated by the OCG standards. Wesley Dalmar supports children and young people who enter care, supporting carers and birth families associated with the child and young person in care.

Permanency is a key driver for our work, as we seek to ensure that all children we care for are in the best possible placement to meet their needs and achieve their potential. Our work is underpinned by the legislated hierarchy of the Permanent Placement Principals.

Overview of role

The primary function of the Youth Worker is to, in consultation with the Program Manager and Out of Home Care team, provide in home family support to children and young people in Out of Home Care and their families. The Youth Worker will:

- Support the development of parenting skills,
- Support parent-child interactions,
- Support child development, health and safety using an active learning approach in the home,
- Use a combination of informal, incidental, planned and structured modelling which supports parents to learn new skills,
- Help Carers apply skills in relevant situations, building their competence and confidence.

3. Relationships

Reports to: Program Manager

Works with: Case Manager
Team Leader



Foster Carer
Wesley Dalmar Out of Home Care Wrap Around Services
External Professional Services

Direct reports: Nil

4. Major role responsibilities

5.1. Our Clients

- Proactively work with carers/children/young people to effectively manage behavior in a positive way
- To implement and monitor behaviour intervention processes.
- To identify skill development programs for foster carers.
- To support the child or young person to meet the goals identified in his/her case plan.
- To attend and participate in case reviews, complex case panels and any other meeting as designated by Program Manager.
- Recognise the impact of trauma and develop and implement trauma informed policies and practices
- To use Therapeutic Crisis Intervention strategies.
- To work collaboratively with other team members and be willing to cooperate with Government and Non-government agencies in the best interest of the child and/or young person.
- Work within the NSW Care and Protection Framework, actively screening for children at risk of harm and reporting appropriately.
- Be a strong ambassador for the Wesley Dalmar team.

5.1.1 Performance Measures

- Satisfactory client feedback
- Concerns/complaints are resolved in a professional and timely manner
- Adequate and timely support provided to foster carers
- All client records are documented within our case management system (Carelink) in a timely manner and in keeping with policy and procedure

5.2 Our People

- Provide the Case Management team with support so the Case Managers can meet the placement needs of children within the Out of Home Care programs.
- Maintain an understanding of Child Protection Principals, including the Code of Conduct and the Wesley Dalmar Foster Carer Statement of Responsibilities in order to ensure carers are aware of their requirements and are followed in order to ensure the best possible care for the child.
- To be aware of Office of Children's Guardian requirements so as to meet documentation standards and maintain documentation within the carer register.
- Complete Wesley Mission induction, orientation program and mandatory training, including identifying and responding to children at risk of significant harm
- Attend and participate in regular support meetings and care team meetings
- Attend and participate in annual Employee Contribution & Development (ECD) process



- Commit to a continuing process of personal self-development, training and skills acquisition
- Work with 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
- Be part of creating a team culture of support and respect
- Promote and ensure adherence to Wesley Mission brand

5.2.1 Performance Measures

- Successfully complete induction, orientation and mandatory training
- 100% engagement with new practices, policies and procedures
- Balanced annual to personal leave

5.3 Our operations

- To maintain a contemporary understanding of the principles of Child Protection and work collaboratively with other government and non-government agencies to ensure the protection of all children and young people.
- To be aware of the need for confidentiality in all aspects of Out of Home Care work and ensure that confidentiality is respected at all times.
- To ensure that all documentation is maintained in a professional manner according to Wesley Mission Dalmar OOHC procedures.
- Communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates.
- Accept and perform other duties as determined by Program Manager.

5.3.1 Performance Measures

- Regular reporting requirements are met
- 100% compliance with Wesley mandatory training requirements
- Knowledge of and compliance with role specific systems and policy/procedure knowledge.

5.4 Our financials

- Wesley Mission resources are well maintained.

5.4.1 Performance Measures

- Wesley resources are well maintained
- All reimbursements are entered by the close of each month they are accrued in



Professional responsibilities

- Other activities to support the delivery of the Wesley Dalmar 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
- Participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Participate on a quarterly basis in Wesley Mission's Employee contribution and development process
- 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
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality
- To perform other duties as may from time to time be determined by the Program Manager



5. Selection criteria

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

Essential criteria

- A Diploma in Youth Work, Community Services or related discipline from a recognised institution
- Understanding of the current child protection service system, policy and practice, and the needs of children in OOHC, including knowledge of:
 - Legislative requirements – Children and Young Persons (Care and Protection) Act 1998; Child Protection (Prohibited Employment) Act 1998; Ombudsman Act 1974 (Amendment); Commission for Children and Young People Act 1998; the Adoption of Children Act 2000 and other relevant legislation
 - UN Convention on the Rights of the Child
- Comprehensive understanding key risk factors and the effect of trauma on childhood development.
- Understanding of positive behavior management techniques.
- Working within a strength based framework to increase children and young people's resilience and positive lifestyle outcomes.
- Able to manage challenging behaviours and have understanding of therapeutic crisis intervention principles
- Ability to work as part of a team and a demonstrated ability to work independently.
- Demonstrated high level communication (written and oral), negotiation and advocacy skills.
- Sound record keeping, data collection and management, statistical analysis, report writing and computer skills including an ability to concisely and accurately record all key interactions.
- Current NSW Driver's Licence and a willingness to travel as required.
- Access to a comprehensively insured vehicle.
- Be able to work flexible hours, that is, evenings and early morning.

Demonstrated behaviours

- Willingness to affirm Wesley Mission's vision, mission and values
- Demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- Ability to relate 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.