



## POSITION DESCRIPTION

<b>Title of Role:</b>	Youth and Family Worker (Youth Support Services)	<b>Classification Level:</b>	Level 5
<b>Business Unit:</b>	Youth Support Service (YSS)	<b>Type of Appointment:</b>	Fixed Term until 30 June 2023
<b>Division:</b>	Operations	<b>Position Number:</b>	TBC
<b>Award Type</b>	SCHCADS		

### YSAS Vision

A community where all young people are valued included and have every opportunity to thrive.

### YSAS Purpose

To enable young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

### YSAS Values

<b>Honesty</b>	We are impartial and authentic in our practice and in how we relate to colleagues within and outside of our organisation.
<b>Empowerment</b>	We create a positive environment for staff and young people to make valuable contributions.
<b>Accountability</b>	We set high standards and we are answerable for our decisions and actions.
<b>Respect</b>	We respect the rights of others and treat others as we would like to be treated.

### Child Safety

YSAS is a Child Safe organisation. We actively promote the safety and wellbeing of young people, and are committed to protecting young people from harm or abuse who come into contact with and/or access our service. Applicants must undergo rigorous screening and recruitment processes, including providing evidence of current WWCC and National Police Check prior to commencing employment.

### Position Purpose

An integral aspect of the role is to provide interventions that target the whole family, particularly parents/carers. It is a dynamic role that incorporates general youth work as well as potential family meetings and informal mediation. Therefore, some afterhours work will be required to meet the needs of young people and families. *The role will have a focus on working with CALD communities, including Somali, Liberian and other African communities, and may involve some community development and/or group work.*

## **Reporting Relationships**

This role reports into Team Leader. This role has nil direct reports.

## **Key Relationships/Interactions**

The primary stakeholders that this role will interact with are:

- Victoria Police
- Children's Court Youth Diversion
- Youth Referral and Independent Persons Program (YRIPP)
- Child First
- Child Protection
- Family Services
- Other Youth Services

## **Key Challenges**

Incumbents in this role must involve:

- Provide direct client service activities, have a strong understanding of referral networks and pathways, undertake administration, program development and evaluation, maintain compliance and display professional conduct.

## **Special Conditions**

Prior to commencement of employment incumbent must provide YSAS assurance of their:

- Working with Children's Check (WWCC).
- Satisfactory National Police Check (NPC).
- Any relevant required professional registrations (e.g. AHPRA, CPA, etc)
- Driver's licence.
- Copies of all relevant qualifications.

Other relevant role information

- It is preferable that incumbents in this role have a current First Aid Certificate (level 2) – this may be completed during incumbent's probation.
- Some out of hours work may be required.
- The incumbent of this role may be required to work at various different YSAS sites depending on YSAS operational requirements.

## **YSAS Conditions**

All YSAS employees are required to work in accordance with including but not limited to:

- Occupational Health and Safety Act 2004 (Victoria)
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Fair Work Act (2009)
- Relevant Awards, Enterprise Agreement
- Duty to maintain privacy and confidentiality
- Smoke Free Workplace
- Code of Conduct
- Child Safety best practice
- Other YSAS policies and procedures, which may be amended from time to time.

## Responsibilities

This position description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Youth and Family Worker is responsible for:

<b>Key Responsibilities</b> <i>(delete any that are not applicable)</i>	<b>Major Responsibilities</b>	<b>Performance Indicator/Measurement</b>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Undertake service delivery to ensure a developmentally appropriate and responsive service for vulnerable young people aged 10 to 18 years.</li> <li>• Work in a family inclusive manner, where appropriate including family in conducting assessments and developing support plans.</li> <li>• Undertake intensive outreach to initiate and maintain contact with young people at risk of entering the Criminal Justice system.</li> <li>• Implement a range of modalities including but not limited to: brief interventions, intensive individual casework, group work and family work.</li> <li>• Manage a case load and maintain YSAS' espoused service delivery response and organisational culture.</li> <li>• Undertake community development activities that build strong working relationships with our community partners.</li> <li>• Advocate on behalf of young people, in particular with stakeholders within the justice sector.</li> <li>• Model appropriate behaviour and facilitate positive communication between young people.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide support to 12-14 young people using the case management framework</li> <li>• Promote a safe and friendly environment in order to facilitate the communication between young people.</li> <li>• Support the development and maintenance of family relationships</li> <li>• Professional relationships are maintained with internal and external stakeholders</li> </ul>
<b>Consultancy and Advice</b>	<ul style="list-style-type: none"> <li>• Contribute to the development and maintenance of an innovative service delivery model for young people (from the target population).</li> <li>• Developing linkages with referral services.</li> <li>• Where possible, include young people in the evaluation of the service.</li> <li>• Collaborate with other support services and community based activities to integrate support and provide optimal service provision.</li> <li>• Contribute to continuous quality improvement in relation to service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Commitment to the best interests of young people</li> <li>• Meet targets for completed episodes of care</li> <li>• Provision of a quality service to young people</li> </ul>
<b>System Management</b>	<ul style="list-style-type: none"> <li>• Ensure all administration, data recording; maintaining case notes, writing client reports, developing intervention plans using the Flexible Funding Pool and financial accountability processes are known and adhered to.</li> <li>• Ensure client case notes and database is up to date, accurate and meet both organizational and legislative requirements.</li> <li>• Ensure incident reports are timely and meet organizational procedures.</li> <li>• Participate in regular supervision with relevant Team Leader.</li> <li>• Ensure OHS issues are recognised and acted upon.</li> <li>• Where required, provide written documentation at regular intervals regarding the progress of key objectives identified for this program.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure quality improvement is adhered to in line with YSAS procedures.</li> <li>• Ensure effective service is delivered and referral pathways are specific to the target group.</li> </ul>
<b>Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• Provide referral and links to a range of services including drug and alcohol, primary health, family, housing, legal, justice, employment/educational and recreational services.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop collaborative partnerships with relevant stakeholders.</li> <li>• Develop and maintain formal/informal networks in order to achieve goals.</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop and establish collaborative relationships with key stakeholders to enhance service co-ordination.</li> <li>• Provide secondary consultation to internal and external services.</li> <li>• Attend relevant network meetings as requested.</li> <li>• Demonstrate professional and ethical communication with all networks. •Articulate YSAS relationships based approach with relevant stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend network meetings in order to maintain positive relationships</li> <li>• Represent YSAS ethically and professionally on every occasion</li> <li>• Develop an understanding of YSAS practice frameworks.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Contribute to continuous quality improvement in relation to service delivery or business support services and systems.</li> <li>• Developing linkages with referral services.</li> <li>• Participation in evaluation and ongoing monitoring of the programs, services, and systems.</li> <li>• Include clients in the evaluation of the service where appropriate.</li> <li>• Collaborate with other support services and community based activities to integrate support and provide optimal service provision.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure all work complies of the relevant legislation/ regulations, YSAS' policies and procedures</li> <li>• Ensure confidentiality of documentation is maintained</li> </ul>
<b>Corporate Compliance</b>	<ul style="list-style-type: none"> <li>• Current Victorian Driver's Licence</li> <li>• Current and ongoing Working with Children Check</li> <li>• Current and ongoing National Police Check</li> </ul>	<ul style="list-style-type: none"> <li>• Successful check supplied when required</li> </ul>

### Qualifications, Skills, Knowledge and Experience relevant to the role

<b>Education</b>	<ul style="list-style-type: none"> <li>• Relevant qualifications in Youth Work, Social Work, Community Services or other health related qualifications and/or extensive experience in the field.</li> <li>• A current First Aid (Level 2) certificate is desirable</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience (minimum 2 years) in working with young people and their families</li> <li>• Demonstrated experience and understanding of engagement issues related to young people who are at risk of offending</li> <li>• Demonstrated experience working with diverse communities (Aboriginal and Torres Strait Islander, Pacifica and African communities, <i>including Somali, Liberian communities</i>) is highly regarded</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Knowledge of, as well understanding of the key issues facing young people</li> <li>• Well organised, and able to be flexible in managing competing priorities and deadlines</li> <li>• Excellent written and oral communication skills, as well as highly developed interpersonal, coaching, and consultative skills</li> <li>• Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions</li> <li>• Good judgment, able to influence others and seen as a credible source of advice</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• A team player, able to work in a collaborative way.</li> <li>• Has tact, sensitivity and diplomacy; ability to think on feet and act proactively with discretion.</li> <li>• Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation.</li> <li>• Commitment to YSAS' values and a working style that reflects these</li> </ul>

## Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Youth and Family Worker position. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. These behaviours have been drawn from a larger number of relevant behaviours in YSAS's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the role.

Category	Level	Behaviours
<b>Strategic Direction</b>	<b>Foundational</b>	<ul style="list-style-type: none"> <li>• Understands Strategic Direction</li> <li>• Knows how own work contributes to YSAS' goal</li> <li>• Recognises how own work impacts on others</li> <li>• Asks questions to understand impact on others</li> <li>• Contributes to business planning</li> <li>• Is flexible to changing priorities</li> <li>• Is open to change and new approaches</li> </ul>
<b>Achieves results</b>	<b>Operational / Foundational</b>	<ul style="list-style-type: none"> <li>• Ensures expectations and instructions from manager/supervisor are understood</li> <li>• Keeps manager/supervisors informed of progress</li> <li>• Monitors progress towards the achievement of goals</li> <li>• Delivers results by agreed timeframes</li> <li>• Pays attentions to details to ensure accurate/quality results</li> <li>• Prioritises workload effectively and negotiates deadlines where appropriate</li> <li>• Ensure solutions are practical and achievable</li> <li>• Prioritises workload effectively and negotiates deadlines where appropriate</li> </ul>
<b>Business Excellence</b>	<b>Foundational</b>	<ul style="list-style-type: none"> <li>• Participates in the bi-annual YSAS Performance Review and Development Process</li> <li>• Openly raises issues with manager</li> <li>• Seeks guidance/advice from others where necessary</li> <li>• Responds positively to constructive feedback</li> <li>• Actively participates in all necessary training</li> <li>• Looks for ways to improve work practices</li> </ul>
<b>Working Relationships</b>	<b>Operational</b>	<ul style="list-style-type: none"> <li>• Is willing to come to a compromise where appropriate</li> <li>• Takes other opinions into account when decision making</li> <li>• Encourages others to consult and seek the opinions of relevant stakeholders</li> <li>• Shares information with own team</li> <li>• Tailors their approach depending on the situation and audience</li> <li>• Is approachable and easy to work with</li> <li>• Listens to others and responds clearly</li> </ul>
<b>Personal Drive and Professionalism</b>	<b>Foundational</b>	<ul style="list-style-type: none"> <li>• Understands and applies at YSAS Code of Conduct and any applicable Codes of Ethics for their profession</li> <li>• Maintains strict confidentiality of information seen</li> <li>• Takes responsibility for mistakes</li> <li>• Actively participates in identified training requirements</li> <li>• Follows safe practices in the workplace</li> </ul>

**Selection Criteria for Appointment into Role**

- |   |
|---|
| <ol style="list-style-type: none"> <li>1. Understanding of and experience in working with young people at risk of entering the Criminal Justice System, especially those who have had recent contact with Victoria Police.</li> <li>2. Skills in engaging and working with young people, ranging from advocacy, conducting street based outreach, case management, group work and intensive individual casework.</li> <li>3. Ability to assess (young people’s health and well-being, risk situations) and to formulate and implement case plans based in evidence and aligned to the practice standards and values of YSAS.</li> <li>4. Understanding of adolescent development and specific circumstances which impact on consent and family involvement. Inherent in this is the ability to communicate effectively with family members and involve family members in assessment and support plans.</li> <li>5. Demonstrated ability to work collaboratively with stakeholders particularly Courts, family services, mental health providers, schools, etc.</li> </ol> |
|---|

**Incumbent Statement**

I accept the PD as acknowledged above and understand that the PD will be reviewed as required. I also understand that the PD may need to be amended occasionally due to variations in responsibilities and organisational requirements. Changes to the PD will be consistent with the purpose for which the position was established.

Acknowledged by occupant			/ /
	(Print name)	(Signature)	
Acknowledged by line manager			/ /
	(Print name)	(Signature & title)	

**Job and Person Specification Approval**

...../...../..... DELEGATE (GM or Chief)