



Residential Youth Support Worker

Status:	Casual
Hours:	Up to 76 hours per fortnight
Award:	MDA Enterprise Agreement 2016
Salary:	Level 3.1/\$39.69 per hour + 9.5% superannuation
Reports to:	Case Manager

About Multicultural Australia

Multicultural Australia is a leading Queensland multicultural organisation. We aim to grow multicultural values across our State and to empower newly arrived Queenslanders from diverse cultural and language backgrounds through advocacy, community development and a range of client services. Our main objective is to create a welcoming, inclusive and economically stronger community here in Queensland. We are passionate about working to ensure that new Queensland refugees, migrants and international students are included, skilled and thriving. Multicultural Australia currently has over 220 staff, 100 Cultural Support Workers and 200 volunteers.

Multicultural Australia's Character and Values

The principal measure of performance in this role will be the evidencing of delivery of the Multicultural Australia Way (attached). The statements which provide the ingredients of the Multicultural Australia Way represent our cultural values and define the expectations of Multicultural Australia staff in performing their roles and interacting with clients, stakeholders and each other. An integral part of this role is to model and enhance the philosophies, attitudes, behaviours and practices defined in the Multicultural Australia Way.

About your contribution

Multicultural Australia is the custodian of Unaccompanied Minors residing in the Greater Brisbane and Toowoomba area. Residential Youth Support Workers play an integral role in creating and maintaining a safe and caring environment for the Unaccompanied Minors we support. Residential Youth Support Workers are expected to monitor and contribute to the day-to-day care of Unaccompanied Minors and actively support young people in the development of independent living skills.

What you can expect to do

1. Supervision and support of children and young people placed within a residential or support service, ensuring that their safety and protection in the service are upheld;
2. Facilitation and assistance to children and young people developing skills and achieving goals, including providing them hygiene, health, nutrition and daily living needs and engaging them in activities that are of both a social and learning opportunity to advance their skills;
3. Transportation and support of children and young people in various activities or appointments that are important to their development and growth;
4. Maintaining a clean and safe living environment (domestic duties);

5. Work a rotating roster including sleepover shifts in the evening, to provide appropriate services for children and young people within the residential program;
6. Maintaining records and residential reports for reporting needs and other relevant information to the case managers or team leader;
7. Work as an effective team member in accordance with Multicultural Australia's policies and procedures and any other relevant duties as assigned by case managers or the team leader.

In addition to the duties listed above all Multicultural Australia staff are expected to:

1. Respect and abide by the vision, mission and values of the organisation;
2. Ensure that their conduct is consistent with provisions of the Multicultural Australia Code of Ethics and Conduct;
3. Comply with the provisions of relevant Multicultural Australia policies and procedures;
4. Comply with the provisions Multicultural Australia's Workplace Health and Safety framework including policies, procedures and safe work systems that relate to their role, program area or Multicultural Australia as a whole. Information and training will be provided to successful candidates;
5. Carry out general administrative functions related to their role and to the effective and efficient functioning of Multicultural Australia as a whole. This will include the use of computer-based calendar and information management systems.

Induction training relating to policy and procedures, workplace health and safety and Multicultural Australia administrative systems will be provided to successful candidates on appointment. Additional training in relation to IT systems and software will also be provided to successful candidates where necessary.

What we need from you

Essential Skills/Experience

1. Cert IV in *Child, Youth and Family Intervention (Residential Care)* or equivalent;
2. Relevant experience and skills in working with children and young people with complex needs, from culturally and linguistically diverse backgrounds;
3. A strong understanding and application of cross-cultural competency;
4. Ability to work consistently towards organisational goals and as an effective member of a team;
5. Good computer proficiency, written ability, time management and organisational skills;
6. Ability to work a rotating roster including sleepover shifts in the evenings and weekends;
7. Valid Queensland driver license; and,
8. Possession of, or willingness and eligibility to obtain, a Blue Card (Working with Children Suitability Card in accordance with the *Commission for Children and Young People and Child Guardian Act 2000*) and Police Clearance Check.

Desirable Skills and/or Experience

1. Tertiary/Diploma level qualifications related to working with children and young people;
2. Current Senior First Aid;
3. Previous experience working with infants, children and young people (under the age of 18) in a support (residential or otherwise) context would be advantageous;
4. Strong understanding of child safety and relevant legislation.