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| **POSITION DESCRIPTION** |  |  | |
| **Position Title** |  | **Date** | |
| **Youth Support Officer** |  | March 2021 | |
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| **Position Reports to**  Community Support Manager | **Roles reporting to position**  Nil | **Approved by**  Board of Directors | |
| **ORGANISATIONAL CONTEXT** | |  | |
| New South Wales Police Legacy (NSWPL) is a not-for-profit organisation dedicated to caring for the Police Family since 1987.  The NSW Police Force is Australia’s largest police organisation. It has a large and diverse workforce with over 17,000 dedicated serving police officers who protect our community around the clock.  NSWPL has ten employees, overseen by a fulltime Chair and a Board of serving and retired Police Officers, and external experts with proven business acumen and supported by Volunteers.  NSWPL is chiefly funded through salary deductions from serving NSW Police officers and its own fundraising initiatives.  NSWPL has three main elements to its operations:   1. Delivery of support services and programs to Legatees. 2. Fundraising to enable delivery of support services. 3. Management oversight, governance and administration. | | | |
| **POSITION OVERVIEW** |  |  | |
| The Youth Support Officer (YSO) supports young legatees and their families affected by bereavement and/or personal, domestic, school or work related problems to access an appropriate range of services and support.  The role involves working with our legatee children/young adults in both individual and group based activities with an early intervention and prevention focus. We aim to strengthen their skill set with coordination of activities that offer teen life skills support, confidence building programs, leadership development programs, transitioning to work assistance and creating a mentoring program within our legatee circle.  The YSO conducts relevant assessments, gathering information about the issues to suggest or explore options to progress issues or arrive at a resolution, and help to ensure that there is a synchronised and managed approach to all support that is provided. Central to the role is legatee engagement and ensuring that all young legatees are aware of the range and types of services and support that are available.  The YSO provides advice on emerging issues impacting younger legatees and advice on internal support and coordinates services from federal or state based agencies where required. The YSO works closely with the Community Support Manager and the Chief Operating Officer to determine priorities for services provided, to assess legatee needs, and act in accordance with the NSW Police Legacy mission, policy and procedures. | | | |
| **KEY RELATIONSHIPS and INTERACTIONS** | | |  |
| **Internal** | **External** | |  |
| Board of Directors  Chief Operating Officer  NSWPL staff  NSWPL Volunteers | NSWPL beneficiaries  Support and welfare agencies and providers  NSW Police Force  Other Police jurisdictions | |
| **CONDITIONS PRECEDENT** | | | |
| 1. Not convicted of any offence such as fraud or offences under Company Law such as breach of any duties as a director or insolvent trading, or 2. Not imprisoned for any offence relating to (3) above within the last 10 years. 3. Current Police check 4. Current Working With Children Check | | | |
| **DUTIES and POLICY** |  |  | |
| Undertake all duties and activities in an ethical manner in adherence to the Employment Agreement, Employee Handbook and relevant Policies and Procedures. | | | |
| **MINIMUM REQUIREMENTS** | |  | |
| **Education and Experience** | * Minimum qualifications of Cert III or IV in Community Services, or Youth Work * A minimum of 3 years working with young people aged 0-25 years.      * Good understanding of the Children and Young Persons (Care and Protection) Act 1988 and related legislation * Proven background in developing key relationships with external agencies and services. | | |
| **Personal Attributes** | * Excellent interpersonal skills to be able to establish working relationships with young people and families. * High level of empathy and understanding to support youth and their families impacted by grief and bereavement. * Demonstrated competent practice regarding professional boundaries. * Excellent time management skills including setting objectives and priorities and planning and organising to meet deadlines both internally and with external agencies. * An ability to think broadly and holistically in relation to acting as a referral source for Legatees. * Strong commitment to the mission, values and objectives of NSW Police Legacy. | | |
| **Specific Knowledge & Skills** | * Knowledge and sensitivity to contemporary issues faced by the youth of today. * Good computer knowledge including Outlook, Word, Excel and data entry on ThankQ Database (or another database). * Broad working knowledge of services provided by mental health, social, welfare and community organisations for children and youth. * Excellent written and verbal communication skills * An understanding of the relationship of the work of NSWPL to the policing environment is desirable. | | |
| **Other Elements of the Role** | * The role is both office and field based requiring the incumbent to work autonomously and at times remotely. * There is a requirement to undertake monthly professional clinical supervision with an accredited Psychologist. * Must complete Office of the Children’s Guardian online Child Safe Course. * Must hold a valid driver’s licence. Travel throughout NSW is required. * Must have a Current First Aid Certificate or willingness to obtain before commencing employment. * Must have a current WWCC and a police check. | | |
| **KEY ACCOUNTABILITIES AND TASKS** | | | |
| **Advisory and advocacy support** | * Maintain regular telephone contact with legatees and monitor and assess need for assistance and face to face visits. * Maintain relevant information for referral services and provide advice to legatees regarding support and services available. * Advocate for Legatees as required. * Engage and connect legatees through social media where appropriate. | | |
| **Delivery of Legatee services & support** | * Support and empower legatees to maximise their potential. * Identify isolated or at-risk legatees. * Provide one-to-one support and case management to Legatees where required and develop plans for individuals. * Refer legatees to suitable services to meet their assessed needs. * Maintain records of the services offered and coordinate with other agencies. | | |
| **NSWPL events** | * The YSO attends all camps and is the designated Child Safety Officer. * Attend other relevant in house and external events to engage and maintain regular face to face contact with NSWPL stakeholders in consultation with the Community Support Manager. * Collect and analyse feedback from attendee’s post-event. * Collaborate with the Community Support Events coordinator to improve and make recommendations for future youth events as appropriate. | | |
| **Stakeholder Engagement** | * Develop and maintain relationships with key stakeholders including external welfare and family agencies. * Work with community and welfare groups to deliver necessary services and support to Legatees. | | |
| **Analysis and Reporting** | * Survey legatees for feedback on programs and events * Research information on services provided by similar organisations and provide advice on emerging issues and trends impacting younger legatees. | | |
| **Administration** | * Maintain accurate records of legatee information and communications in the ThankQ database to reflect the legatee’s history, current situation and any services provided. * Assist with developing policies and procedures relating to Legatee services. | | |
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