



# Aboriginal Family Support Services

## Job and Person Specifications

Job Title: Youth Support Worker (**Aboriginal Youth Crisis Accommodation**)

Employee Name:

Program Overview	AFSS operate two (2) crisis accommodation services with support from the Towards Home Alliance and will work closely with Baptist Care SA to provide services to Aboriginal and Torres Strait Islander people. Services are located in metropolitan Adelaide. The primary aim of the service is to provide crisis accommodation and related support services to Aboriginal people (15 to 25), who are homeless or at imminent risk of homelessness, achieve the maximum possible degree of self reliance and independence. Central to the service is a focus on resolving crisis, re-establishing family and cultural links and building on the capacity of young people to live independently of homelessness services.
Position Objective	Youth Support Workers support young Aboriginal and Torres Strait Islander people to navigate through their day to day lives with a focus on practical support and assistance to participate in training, education, employment, social, cultural and sporting activities. Youth Support Workers work in partnership with Case Workers to assist clients achieve their goal plan outcomes. Youth Support Workers also assist clients to build their capacity and skills to live independently of homelessness services and supports.
Reporting Relationships	Youth Support Workers report on a daily basis to the Team Leader. Team Leaders report to Manager, Aboriginal Youth Crisis Accommodation.
Funding	Towards Home Alliance (South Australian Housing Authority, Government of South Australia).
Award & Salary	Social, Community, Home Care and Disability Services Industry Award 2010: - Salary Range: Level 3
The Job	Job Specification
Key Result Areas	The Key Result Areas outline the key expectations of the employee. They align with the requirements of Towards Home Alliance Service Agreement and with AFSS Strategic and Operational Plans and AFSS Policies and Procedures. The employee will be required to participate in regular supervision against each of the Key Result Areas as detailed below.
Key Result Area 1 Client Focused Services	Youth Support Workers have a key role in assisting clients to achieve outcomes and goals as outlined in their case plan. This includes: <ul style="list-style-type: none"> <li>- working respectfully with the client and their Case Worker to assist the client to achieve outcomes as per their case plans</li> <li>- assisting clients to achieve their goals through providing assistance with daily routines and appointments (education, training, employment, medical, legal)</li> <li>- assisting clients to access identification required for securing Australian Government entitlements, opening bank accounts and securing housing.</li> </ul>
Key Result Area 2 Client Led Activities	Youth Support Workers work closely with clients (and their children) to: <ul style="list-style-type: none"> <li>- encourage client participation (that leads to independent living skills) in the daily operations of the accommodation service including shopping, cooking, cleaning and general household routines</li> <li>- assisting clients if required to develop social and interpersonal skills that help them to function in a shared home environment and in other social situations</li> <li>- provide clients with opportunities to broaden their social, cultural and sporting connections through the facilitation of events and activities both at the service and externally.</li> </ul>
	Youth Support Workers are often on shift by themselves and have a clear



# Aboriginal Family Support Services

## Job and Person Specifications

<p>Key Result Area 3</p> <p>Safety and Security</p>	<p>responsibility for:</p> <ul style="list-style-type: none"> <li>- managing the safety of clients, their children and other employees by maintaining the physical security of the accommodation services including securing all access points (gates, doors, windows and other access points)</li> <li>- ensuring that clients are respectful of each other, client's children and all employees in all of their interactions and that the actions of employees or clients do not place others at risk</li> <li>- observing and encouraging the observance by clients of Work, Health, Safety and Wellbeing requirements including identification of hazards, hazard reporting and where possible, minimising risk.</li> </ul>
<p>Key Result Area 4</p> <p>Administration and Transparency</p>	<p>Actively manage the completion of administrative tasks including data reporting and the use of AFSS processes and tools to manage workloads and priorities:</p> <ul style="list-style-type: none"> <li>- submitting high quality reports that are factual, clear and concise and adequately respond to the information required by Senior Managers, the Chief Executive and funding bodies</li> <li>- ensuring that all client contact and engagement is appropriately documented and recorded on AFSS data collection systems – CRM, DEX, H2H (and other data systems as required)</li> <li>- making use of the appropriate time keeping processes at AFSS including the Attendance Register and the use of Outlook Calendar to record daily movements, meetings and other work related commitments</li> <li>- ensuring that Application for Leave forms and supporting documentation (Medical Certificates) are lodged within appropriate timeframes.</li> </ul>
<p>Key Result Area 5</p> <p>Service Excellence and Continuous Improvement</p>	<p>Maintain and model an ongoing commitment to continuous improvement in the provision of services to internal and external customers by:</p> <ul style="list-style-type: none"> <li>- actively demonstrating a commitment to Service Excellence across AFSS</li> <li>- demonstrated ability to function autonomously when required as well as a strong focus on teamwork</li> <li>- abiding by AFSS policies and procedures, and Strategic and Operational Plans</li> <li>- participating in continual improvement processes across all levels of AFSS</li> <li>- act as an ambassador for AFSS during all interactions with clients, communities, partner agencies and services.</li> </ul>
<p>The Person</p>	<p>Person Specification</p>
<p>Qualifications</p>	<p>Community Services or Youth Work qualifications including undergraduate, post graduate qualifications and or diploma level qualifications.</p>
<p>Experience</p>	<p>Significant youth work and experience in working across the homeless sector including youth work, outreach, and homeless accommodation services. Significant experience in working with Aboriginal individuals, families and communities.</p>
<p>Skills</p>	<p>Ability to work autonomously at a program level with limited direction, ability to actively and positively engage with clients, employees, sector representatives, government representatives. High-level interpersonal skills.</p>
<p>Knowledge</p>	<p>Knowledge of the NGO sector with a particular focus on the homelessness sector. Knowledge of the ongoing and changing nature of government and the processes associated with contract management.</p>
<p>WHS</p>	<p>AFSS is committed to Work, Health, Safety and Wellbeing across all activities and program areas and all employees are required to actively</p>



# Aboriginal Family Support Services

## Job and Person Specifications

	participate in WHS&W policies, practices and procedures.
Travel	Intrastate and interstate travel involving overnight absences may be required from time to time.
Licences & Screening	All AFSS positions require employees to hold and maintain a current South Australian Drivers Licence, Through Their Eyes (Safe Environments) and a Working With Children Check. Assessment as suitable via a Psychological Suitability Assessment and a Provide First Aid Certificate (HLATAID003) are required for direct client work in all residential based positions. These requirements are mandatory and there are no exceptions.

### Signatories

Employee's signature

Employer's signature (Chief Executive)

.....

.....

Employee's name

Employer's name

.....

.....

Date ...../...../.....

Date ...../...../.....