



Lifestyle
Solutions

Therapeutic Youth Worker

Role Statement

Our Purpose

Providing all people with equal recognition, equal treatment and equal opportunity.

Our Values

Own It - How we get the job done

Respect Lives Here - How we treat other people

Keep Calm & Be Happy - How we interact with other people

Make It Matter - How we make a difference to other people

Our values drive our day-to-day behaviour – across our many group homes and all the locations in which we operate. They are the common threads that drive who we are, what we stand for and believe in, and how we care for, service, and support our customers.

We believe all people are equal.

We believe that everyone in society should be provided equal opportunity and equal respect.

Our Promise

We promise reliable, responsive, flexible, friendly, empathetic and caring service.



Position: Therapeutic Youth Worker

Role Summary

As a member of the Child and Family Service Delivery team, provide reliable, responsive and flexible services to the people we support in a friendly, caring and empathetic way. This is better service.

Your role is to actively support a child, young person and their family to help create a positive impact in their lives. You must ensure the safety and wellbeing of the people we support; and to follow the policies, procedures and code of conduct of Lifestyle Solutions while doing so.

Service Scope and Description

- You will be allocated to a primary neighbourhood which may change from time to time:
- You may be required to support other teams in your neighbourhood
- You will be rostered in consultation with your team

Key Internal and External Relationships

- The people we support, their family and friends
- Service Excellence Team
- Your team
- Incident Response team
- Workforce Planning and Rostering team
- Customer Intake, Onboarding and Revenue team
- Safeguarding team
- Local general practice and specialist medical support for the people we support
- Local community relationships
- The Guardian and other key people that will be identified in the person's plan

Key Responsibilities

Supporting People

- Support, read and understand the child or young person's plan, including their needs, personal goals and the outcomes they wish to achieve, including Health and Well-Being, Cultural Plans, Transition and Behaviour Support Plans along with protocols relating to restrictive practices and medication requirements etc .
- Organise supports for the child or young person for the period of support to assist them in achieving their outcomes
- To promote self-determination and cultural identity of the child or young person we support
- Actively support the child or young person to achieve their daily goals
- Active support may include:
 - a. Assisting the child or young person to get ready for the day ahead including getting dressed and showered, and preparing meals
 - b. Coordinating activities and transportation
 - c. Liaising with family members and other community members that may be involved in the activity
 - d. Supporting the child or young person to attend social outings
 - e. Engaging with the child or young person for longer term plans and activities
 - f. Facilitating engagement between children or young people we support
 - g. Monitoring the progress of their goals within their plan
 - h. Recording information about their goals and activities
 - i. Work with the child or young person to assist choices and decision making
- Actual supports will be agreed with your Service Specialist and your team

Positive Behaviour Support

- Read the child or young person's behaviour support plan (BSP),
- Participate in any BSP training or seek clarification from the behaviour support clinician.
- Familiarise yourself with the child or young person's individual behaviour triggers, strategies to prevent triggers and or how to support the individual when experiencing behaviours of concerns. This will also include de-escalation strategies.
- It is essential that you understand the child or young person's approved restrictive practices and if you require assistance or clarification contact the behaviour support clinician or the Incident Response team.

Safeguarding

- Prepare the environment for preventative physical or psychological risks
- Work within the relevant frameworks to ensure trauma informed service delivery
- Report any suspicions, concerns, allegations or disclosures of alleged abuse, risk of harm or neglect to management and comply with your state/territory's mandatory reporting responsibilities
- Complete a National Police check every three years and maintain a valid Working with Children Check (WWCC) and any other probity required for your role in your location.
- Report any criminal charges or convictions you receive during your employment/volunteering including traffic offences.

Health Support

- Understand the child or young person's medical plan
- Support the child or young person with visits to local general practice and specialist medical support
- Dispense medication in accordance with agreed protocols and plans
- Report as appropriate

Teamwork

- Live the values in your everyday interactions with your team
- Actively engage with team members to shared responsibility for the wellbeing, safety and positive outcomes for the people we support
- Agree daily and weekly allocation of responsibilities with your team members
- Provide support and knowledge sharing to other team members where you have more expertise
- Attend and participate openly in group Reflection and Support every 4-6 weeks.
- Attend monthly team meetings.
- Work towards achieving team goals and review progress regularly.
- Continuously reflect and learn from challenges and experiences to improve the service and the workplace
- Collaborate with your team and the rostering team to make the roster as effective as it can be

Administrative Duties

- Complete your timesheet accurately in a timely manner
- Update notes about the person we support into the relevant systems
- Record data to measure outcomes for the people we support and the team
- Report incidents accurately in a timely manner
- Complete core training in a timely way during the first six months of employment or any other training where specified

Team Objective:

The Child and Family team are collectively responsible for providing reliable, responsive and flexible services to the people we support in a friendly, caring and empathetic way. This is Better Service.

The team must work together to support a child, young person and their family to help create a positive impact in their lives.

The team must support each other to ensure the safety and wellbeing of the people we support; and to follow the policies, procedures and code of conduct of Lifestyle Solutions while doing so.

Team-based ways of working

Lifestyle Solutions supports team-based ways of working, each team member is responsible to work together to:

- negotiate and agree goals with your Sponsor that are aligned to the strategic objectives of the organisation
- regularly monitor goals, report progress, identify and implement corrective actions to ensure goals are achieved
- ensure that the skills needed to perform their functions/roles and achieve the Teams' goals are maintained
- provide back-up coverage and perform other duties as required to maintain continuity of contact with other parts of Lifestyle Solutions and external parties within budget, regulatory and compliance parameters
- Maintain a team workplan that captures the teams agreed ways of working

Skills and Selection Criteria

Essential Skills and Knowledge

- A National Police Check, Working with Child Check, plus any other probity clearances required for your work location.
- Valid driver's license
- Appropriate visa to work within Australia, if necessary
- Certificate III or IV in a relevant field or the relevant minimum qualification for the State or Territory of work
- Clear understanding of behaviour support planning and restrictive practices
- Training in Lifestyle Solutions selected therapeutic model
- Ability to write clear notes in English
- First Aid Training

Other Requirements

- Availability to work the required roster including weekends and overnight shifts

Values and Motivators

- Demonstrated motivation to work with children and young people
- Display alignment with Lifestyle Solutions values

Acknowledgement of Role Statement

I, _____ (*print name*)

Have read and understand the responsibilities of my employment as a Therapeutic Youth Worker as outlined in this Role Statement.

Signed: _____

Date: _____