

About Us

Primary Care Connect is a local community health centre operating under the social model of health. We work with our community to create better health outcomes. Visit our website www.primarycareconnect.com.au for the organisations mission, journey and strategic direction.

Our Values

Individuality

We recognise everyone is unique and we strive to understand and build on their strengths.

Growth

There are many different paths to a solution, and we support people on their journey.

Meaningful Connections

We bring our focus and skill to build meaningful connections.

Community

Through equity and quality, we strive to improve the health and wellbeing of our community.

Staff Charter

We see and acknowledge the whole person

- We draw on an understanding of a person's past and their hopes for the future to make a difference to their present reality
- We strive to hear the individual's voice and their specific needs, knowing that everyone is different and unique
- We recognise and build on strengths as the keys to individual change and progress.

We nurture the seeds of ideas to grow the fruits of innovation

- Imagination in the service of others is fundamental to how we work
- Creative and critical thinking are encouraged in a changing world which requires adaptability
- There are many different paths to a solution and we support people on that journey of discovery.

We find joy in the meaning and practice of helping others

- Every interaction with an individual has the potential to be a positive step and we bring our focus and skill to that purpose
- We celebrate the small and big wins together
- We help each other, knowing the value of real collaboration.

We strive for equity and quality in care to meet the amazing diversity of our community

- We acknowledge the socio-economic, cultural and environmental conditions that contribute to health and wellbeing, and bring empathy to our understanding
- We continually look for ways to make access easier, pathways stronger and provide a safe space for all
- We are part of the community and committed to it, and this motivates us to set and reach high standards.

Position Scope

The Youth Support Worker (YSW) will provide early intervention, a timely and intensive response and case management to the issues and the needs of young people through case planning, co-ordination of external agencies (as required), referrals and case reviews.

and case management for young people aged 10-18 years who are:

- Not subject to Statutory Youth Justice Orders
- At risk of entering the youth justice system, including those already in the early stages of involvement to divert them away from the system and

- To prevent further progression of young people who are at the early stages of involvement with the youth justice system by addressing the underlying reasons for offending behaviour.

The YSW will utilise their skills, experience and knowledge to engage young people and to understand the indicators of escalating behaviours such as prior police or court attendance, involvement with offending peer groups, engaging in high-risk behaviours such as self-harm, homelessness or risk of homelessness and family breakdowns.

Position Reports

This position reports to the Manager Clinical Services and works within the Alcohol and Other Drug Team. It is also expected that this position works within the larger Primary Care Connect team and network with external organisations.

Key Performance Indicators, Duties and Responsibilities

The key performance indicators below are the expected outcomes of this position. Timelines for achievement of key performance indicators will be set within the first month of employment and include clear objectives to be achieved throughout the probation period.

35 Episodes of Care per annum in line with the Funding Agreement

- Provide assessment, interventions, information and education to young people within community
- Provide outreach casework and support to the young person and their family
- Undertake goal setting, case planning, service co-ordination and case review to ensure a consistent and flexible approach to meet the needs of the young person and their family
- Engage the young person around the issues which underlie offending behaviours and how these issues can be addressed
- Strengthen the young person's connection to family and/or support the young person
- Reconnect with family and create opportunities for positive experiences of family life
- Address the barriers to and strengthen the young person's connection to school and/or create opportunities for participation in educational activities
- Strengthen and create opportunities for the young person's connection to community and community-based activities
- Strengthen and create opportunities for the young person's connection to other significant adults and provide support to significant adults in the young person's life
- Support the young person to develop their ability to manage their day to day lives (i.e living skills and self-management skills)

Develop and maintain links with other key youth specific service providers

- Maintain a collaborative partnership with Rumbalara, Youth Justice and Victoria Police, to ensure a seamless service provision and supports to these young people
- Attend regular meetings with Rumbalara and Victoria Police
- Develop and maintain links with other key youth specific service providers

Meet 100% compliance for data collection and program evaluation

- Collect and input data as per evaluation framework and plan
- Participate in program evaluations as directed by management
- Present information as directed by manager

Meet 100% reporting requirements in accordance with quality service provision

- Complete all client documentation in line with service delivery handbook
- Address any non-compliance from file audits by nominated due date

Meet 100% compliance for meeting with direct line manager and team

- Attend monthly individual meetings with direct line manager
- Attend team and all-staff briefings or review minutes should absence be unavoidable
- Attend and report on meetings as directed by management

Conduct yourself in accordance with Primary Care Connect core values and behaviours

- Be accountable for your own behaviour
- Support a high standard of professional respect
- Support an inclusive working environment

Incumbent Expectations

Qualifications

- Maintain relevant qualifications and professional registrations
- Provide at commencement of employment a National Police Check, Drivers Licence and Working with Children Check

Personal and Professional Development

- Demonstrated experience, understanding and commitment of the need for both personal and professional development

Communication and Organisational Culture

- Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.
- Commitment to treating all clients with dignity and respect, recognising that we have no right to judge the situation of others who present for services.

Administration and Documentation

- Ability to thoroughly use PCC's policies and procedures to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

Technical Skills and Application

- Demonstrated knowledge and application of the skills, duties and responsibilities required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.
- Experience with or capacity to learn relevant database requirements, including TrakCare

Team Work and Communication

- Demonstrated ability to participate as an active member of a team, consistent with PCC's policies and procedures.

Continuous Quality Improvement

- Demonstrated ability to participate as an active member of a team, consistent with PCC's policies and procedures.
- Commitment to recognising the value of client feedback and hearing the client voice to support service delivery and improvement.

Key Selection Criteria

The following are the key selection criteria for this position. Please address these in your application, providing relevant work examples of each criteria.

Mandatory

- Minimum Tertiary level qualification in health, welfare or youth work
- Demonstrated ability to actively engage young people in support services
- Commitment to practicing within a harm minimisation framework
- Demonstrated understanding and experience in casework practice including case-management, assessment and preparation of case plans
- A demonstrated understanding of adolescent development and the issues which underline offending behaviours and how these issues can be addressed
- Demonstrated awareness and commitment to service delivery and its link to social justice
- Demonstrated awareness of the social model of health and its effects on an individual
- Solid commitment to working in partnership with external agencies
- Ability to work independently within a team environment
- Well-developed communication, interpersonal and liaison skills
- Understanding of rural health and issues affecting young people
- Knowledge of the principles relating to confidentiality and duty of care
- Experience using technology to complete daily work tasks
- Professional and personal alignment with Primary Care Connect core values

Position Employment Conditions

Award / Enterprise Bargaining Agreement

- Community Health Centre (Stand Alone Services) Social And Community Service Employees Multi Enterprise Agreement 2017

Classification

- Level 4

Hours per Fortnight

- 75

Administration and Documentation

- All new positions are subject to a probation period of six months from date of commencement.

Position Approval

Chief Executive Officer: The details contained in this position description are an accurate statement of the scope, conditions, duties, responsibilities and all other requirements of above titled position.

Chief Executive Officer

_____/_____/_____
Date

Incumbent: I acknowledged that have read and fully understand the requirements of the positions and will fulfil the obligations of scope, duties and responsibilities as listed in the above position description.

Incumbent

_____/_____/_____
Date