

Position Description



Job Title:	Youth Worker
Reporting To:	Program Manager
Performance Review Periods:	3mths / 6mths
Remuneration:	Level 2-3 SCHDS with salary sacrifice option
Award:	<i>Social, Community, Home Care and Disability Services Industry Award 2010</i>

1. The Organisation

Inspire Youth and Family Services Inc. (IYS), is a not-for-profit, community based organisation committed to providing preventative and early intervention strategies which meet the immediate needs of children, young people and their families whilst supporting empowerment and the ability to make informed future decisions. Purposeful information, advocacy and referrals are available to support decision-making and engagement in such areas as accommodation and housing, education, employment and training, counselling, community and cultural connection, restorative practice, and positive social participation.

Formed in 1986, and incorporated in 1988, IYS is managed by a voluntary Board of Management who meet monthly to ensure good governance and oversee organisational operations, program delivery, compliance and finances.

2. Service provision

2.1 Clients and catchment

The Youth Worker will be based throughout South West Brisbane and Ipswich region, servicing young people aged 8-25 years who come from a range of backgrounds and are faced with a range of challenges.

Including;

- Risk of homelessness or homeless
- family breakdown
- Risk of or disengagement from education and training
- Social Isolation disconnection from community
- Mental health or Alcohol and drug difficulties
- At risk of or involved in criminal justice system
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2.2 Referrals

All young people and families engage with the service in a voluntary capacity and young people must consent to receiving a service and participating in programs. Referrals come from a range of sources including schools, other services, self-referrals, family, Youth Justice, Child Safety and Police.

2.3 Service activities

The service will provide a mix of intensive youth and family support, diversionary/activity-based youth support and practical youth and family supports including, but not limited to:

- Provide young people with information, support and referrals
- Assist young people to find and maintain suitable accommodation
- Referral to alcohol and other drug rehabilitation, mental health, NDIS and/or other relevant services
- Assist young people to re-engage with education, training and/or employment opportunities
- Provide interventions to minimise future difficulties increasing protective factors
- Strengthen family ties and/or cultural connection
- Coordination and delivery of group programs

2.5 Framework and principles

- *Client centred* – staff will be flexible in terms of meeting with young people and their families, going to where they may feel most comfortable, such as in their home or a 'neutral' location. Staff may need to be available to be on call and before and after regular office hours.

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- *Strengths based* – the Service will draw on the strengths and resources of the individual and community to address the challenges they face.
- *Trauma informed* – the Service will be trauma informed, recognizing the impact of early year's trauma on brain development and the need to identify trauma informed behaviours.
- *Restorative* – the Service will assist the young person to understand the consequences of their actions and to work with the community to reintegrate them so they have the best chance of diversion.
- *Culturally competent* – in particular, the Service will align with the Australian Institute of Criminology's National Crime Prevention Framework's best practice guidelines for preventing involvement in crime for Aboriginal and Torres Strait Islander people.

3. The role

The **Youth Worker** is responsible for supporting the provision of high quality youth case management, programs and activities to vulnerable, at risk young people to facilitate the development of positive relationships, positive social and community engagement and support informed decision making to empower young people to make positive choices about their lives.

The **Youth Worker** will develop and maintain positive relationships with a range of stakeholders, including accommodation providers, youth agencies, schools, mental health providers, Alcohol and other drug services, Youth Justice Service/Detention Centre staff, Richlands and Ipswich Court staff, legal representatives, Queensland Police Service, Child Safety, and others to support young people and their families achieve their desired outcomes.

The Youth Worker will work collaboratively with all IYS staff and partners to deliver high quality youth support services, including assisting with group programs, events, therapeutic interventions and supporting attendance at school, court, training etc.

The **Youth Worker** will work within the case plan to deliver targeted and goal-driven supports that focus on the individual young person's needs and aspirations, to support achievement of the program objectives.

From time to time it may be appropriate to develop a group program delivery strategy for interventions and/or prosocial engagement. The **Youth Worker** will work with Program Managers and Case Managers in reviewing individual case plans, to identify and implement opportunities to enhance service delivery including through group programs as appropriate.

The position requires an individual who can demonstrate sound knowledge of the issues impacting young people and their families and who is experienced in creative youth engagement, and community development.

There is an expectation that staff will be reliable and punctual, both within the office and in responding to young people and their families, and support diversity and respect in the work place and their practice.

The **Youth Worker** will support the development of new programs and activities, along with implementation, data collection and evaluation.

3.1 Youth Work and Case Management Responsibilities

The **Youth Worker** supports case management at the level of their skill and experience, under the direction of the Programs Manager, and in collaboration with Case Managers, including:

- Needs assessment to formulate an appropriate response which may involve provision of any combination of information, support, advocacy, referral, case planning, management, review and coordination.
- Work collaboratively with court workers to ensure young people are adequately supported before, during and after Court, including transportation, personal presentation, and understanding of processes, options, outcomes and obligations.
- Secure safe and appropriate accommodation for young people and facilitate access to necessities, such as food, clothing, bedding, furniture and similar to ensure that they remain stable and supported in their accommodation
- Assist young people with mental health and wellbeing, including positive relationships
- Assist and encourage young people to re-engage/remain engaged in positive structured education, training or employment, including advocacy in relation to suspensions and exclusions where appropriate
- Assist young people to develop and reach their goals through a variety of interventions including mood management, goal-setting, self-esteem building, social skills development, development of living skills and positive role-modelling
- Encourage and assist young people to identify and participate in pro-social recreational activities to assist them in structuring their time and developing pro-social peer networks
- Support delivery of IYS outreach activities, and encourage young people to attend, and participate in planning and running youth activities and events
- Provide intervention and support pathways for substance misuse issues and mental health issues, as required

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- Transition planning including provision of information, advice, active referral and linking to relevant services providers and diversionary activities to ensure young people have appropriate supports in place for longer term positive outcomes.

3.2 Organisational relationships

- Report to a nominated Program Manager, and develop productive and collegial working relationships with all IYS staff, students and volunteers
- Develop positive collegial working relationships with IYS's partner organisation's staff and other stakeholders.
- Participate in organisational meetings and training days and events, as requested.

3.3 General

- Ensure that the mission, policy, aims and objectives of the organisation are met, and operate in compliance with the IYS Code of Conduct, all organisational policies and procedures, and in compliance with IYS's contracted Service Agreement at all times
- Meet internal reporting requirements which involve accurate record-keeping, data collection and report preparation, including in relation to the distribution of brokerage funds
- Be a strong advocate for the young people who are our clients in order to maximise their opportunities for engagement
- Contribute to implementation and achievement of IYS's Strategic Plan, as appropriate
- Provide information to support reporting to the Board, and contribute to the organisation's Annual Report
- Supervise students, volunteers, and community service workers, when applicable
- Work autonomously with good time management, and as part of a small team
- Undertake other duties as required to support IYS and the team.

3.4 Working hours and conditions

- The **Youth Worker** is a full time position, working a 38 hour week. Office hours are generally 9am – 5pm, with work occasionally required between 6am and 8pm or on the weekend. There may be a requirement for on call work. **Social, Community, Home Care and Disability Services Industry Award 2010** remuneration and TOIL arrangements apply.
- The role is based at 79 Poinsettia St, Inala with work from other IYS and partner organisation sites in Inala, Ipswich and Brisbane on occasion.
- IYS staff are entitled to leave in accordance with the above Award.
- As a Public Benevolent Institution, IYS is able to offer staff an optional salary packaging arrangement.
- IYS is committed to ongoing staff development and workers are encouraged to participate in relevant training and workshops through arrangement with their supervisor. The **Youth Worker** is provided with internal supervision by the Program Manager, and may also attend professional external supervision through our Employee Assistance Program.
- Agency vehicles are available for use during working hours. Mobile phone and computer will be provided.

Candidate Suitability

We are seeking an individual with a genuine enjoyment of working with young people to identify and work towards achievement of their goals and aspirations who aligns to our organisational values:

Mandatory (your application cannot be considered without these)

- Minimum Cert III qualification in Youth Work, Human Services, Community Development, or other relevant discipline **OR** at least two (2) years' work experience in youth work related roles.
- A minimum of 12 months demonstrated experience working with vulnerable/ at risk young people
- Demonstrable experience engaging with Aboriginal, Torres Strait Islander, Maori, Pacific Islander and/or Culturally and Linguistically Diverse young people and their families
- A clean "C" class current Driver's Licence
- Positive Working With Children Check ("Blue Card")
- Three (3) relevant referees

Highly desirable (your application will be strengthened by having these)

- Possession of the following **attributes**:
 - Genuine enjoyment of working with young people to identify and work towards achievement of their goals and aspirations

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- Self-reflective and critical thinking skills
- Personal drive, integrity and strong work ethic
- Inclusive, respectful, consultative and collaborative working attitude
- Flexible, self-directing, accountable
- Committed to a culture of ongoing learning and professional development for yourself and others
- Demonstrated computer competence, particularly electronic client/case management and reporting.

People of the Aboriginal and Torres Strait Island nations are strongly encouraged to apply for this position.