

Youth Services Case Worker

Program:	Targeted Early Intervention – Youth Services
Responsible to:	Director Child, Youth & Family Services
Key Relationships:	Director Child, Youth & Family Services & Chief Executive Officer
Award:	Social, Community, Home Care and Disability Services Industry Award (SCHCADS) Award
Description of Hours:	This is a part-time contracted position (24 hours per week)

POSITION OBJECTIVES

To provide support to young people aged between 12 – 18 years of age, through a range of services and activities including, early intervention and prevention, case management, workshops, educational and recreational programs; as well as facilitating a drop in service - according to identified needs.

REQUIREMENTS OF THE JOB

Skills required:

- Ability to utilise a professional approach to engage with young people, whilst maintaining professional boundaries.
- Ability to provide direction, guidance and support to young people in need by modelling as a responsible adult.
- Ability to confidently challenge inappropriate and/or unsafe behaviour and the capacity to provide alternatives.
- Proficient skills in negotiation, mediation and advocacy.
- Ability to effectively utilise finances within the budgetary parameters of the Project (i.e. when purchasing items utilising Program funding).
- Ability to work effectively with minimal supervision, prioritise tasks and meet deadlines as directed.
- Ability to work cohesively within a team structure, ensuring that professional relationships are established across all RCC departments and their Staff, as well as Board Members, Volunteers and other Stakeholders; to ensure that the Mission and Goals of the organisation are achieved.

Knowledge required:

- Knowledge of processes to address the complex needs of young people by providing them with the necessary tools to motivate and encourage them to work towards their life plan goals.
- Knowledge and understanding of the needs of children and young people especially those requiring support.
- An understanding of the needs and challenges facing those from culturally and linguistically diverse backgrounds.
- Knowledge of the range of services available to young people who are experiencing challenges, such as those consistent with coming from socio-economic disadvantages.

- Knowledge of Work Health Safety, Welfare and Children's Protection Legislation.
- Knowledge and understanding of the need to maintain professional boundaries with clients.

Qualifications:

- Tertiary qualification (of at least Diploma level) in either Counselling, Social Work, Social Sciences or a related discipline.

Essential Criteria:

- A thorough understanding of the contemporary issues facing families, children and young people.
- Demonstrated ability to implement case plan, case management for children and young people, specifically those with complex needs.
- Strong knowledge and understanding of working with families, children and young people from diverse backgrounds.
- Demonstrated experience working with families, children and young people who have experienced significant challenges.
- Proven ability to build rapport and motivate young people.
- Excellent oral and written communication skills.
- Demonstrated practice in regard to professional boundaries.
- Computer literacy - with proficiency in Microsoft Office Suite, DEX and Program Logic.
- Current Driver's Licence Class C.

Desirable:

- At least two years' experience working with disadvantaged CALD families and children.
- Experience in developing and implementing groups
- Knowledge and understanding of the Targeted Earlier Intervention program.
- Knowledge of child protection legislation.
- Proficiency in a second language would be an advantage.
- Access to a reliable car with full comprehensive insurance.
- Current First Aid qualifications

Specific Responsibilities

- Providing direction, guidance and role-modelling on appropriate behaviour in relation to communication skills and ability to challenge unsafe or inappropriate practices.
- Coordination of the Youth Drop in program and facilitating educational/recreational activities.
- Assisting young people to establish and reach their educational, employment and life goals.
- Participate co-operatively in building a supportive and cohesive working environment as outlined within the Code of Conduct.

- Working in partnership with other stakeholders to deliver programs and activities, according to needs and in line with the set Outputs noted within the TEI Services Agreement.
- Participate in team meetings, supervision sessions and other related meetings as required and instructed by the Service Director.
- Assist the Service Director in providing relevant data information, particularly in regard to DEX requirements.
- Demonstrating safe, effective and positive approaches to conflict resolution (i.e. without the use of violence).

Professional duties

- Attend training sessions as required by the service.
- Attend service learning opportunities as required for upskilling and skills development purposes.
- Educate and inform youth of the opportunities available to them in regard to services, programs and activities, to encourage their active participation in the community, to enhance self-esteem and to build a sense of community identity.
- Engaging sensitively with them to obtain relevant information about their progress, present situation and future aspirations.
- Advocating on behalf of young people and their families with other agencies.
- Participate in the maintenance and the development of the Program's objectives by way of team meetings, planning days and participation in policy development; also by:-
 - Contributing to the evaluation and assessment of service delivery models.
 - Participating in activities that aim to enhance team cohesion.
 - Actively participating in regular supervision.
 - Undertaking relevant staff training to ensure ongoing professional development.

Administration:

- Adhere to the Riverwood Community Centre's policies and procedures.
- Completion of funding body data entry requirements, specifically in relation to DEX Reporting and Program Logic.
- Responsible for the documentation of client information and activities undertaken including initial assessment case notes and Data completion.
- Ensuring the accurate recording of all relevant client information (e.g. data base, client notes, incident reports, service delivery issues, case plans, expenditures etc.), whilst upholding organisational principles regarding confidentiality.
- To be responsible, in consultation with the Service Director to ensure that the target group consistently remains within the Programs' eligibility criteria and the service specifications.
- Utilise Programs funding, effectively and efficiently, according to the programs activities, service type and outlined outputs.

Organisational Relationships

The Youth Services Case Worker is responsible and reports directly to the Director Child, Youth & Family Services and is accountable to the Centre's Chief Executive Officer.

Extent of Authority

Able to purchase goods within the procedures for the program activities, in consultation with the Service Director and in line with expenditure allocations within the project plan.

SPECIFIC RESPONSIBILITIES

- Ensure that programs are delivered in an accessible and efficient manner, and are meeting the needs of the community and particularly those young people in need of support.
- Promote programs and activities to the community.

BACKGROUND CHECKS

Working with Children Check – Yes

Police Criminal History Check – Yes

This list is not exhaustive, the Youth Case Worker may be asked to undertake other responsibilities at the request of either the Director – Child, Youth & Family Services or the Chief Executive Officer, in line with this position description and the strategic direction of the organisation.

ACCEPTANCE AND AGREEMENT

I have read and agree to abide to my position description.

I understand that any breach of this agreement may result in disciplinary action.

Employee Signature:..... Date:/...../.....

Director's Signature:..... Date:/...../.....

Performance Review Period:..... Next Review Date:/...../.....