



POSITION DESCRIPTION

Title of Role:	Youth Worker AOD	Classification Level:	5
Business Unit:		Type of Appointment:	Ongoing
Division:	Operations	Position Number:	TBC
Award Type	SCHCADS		

YSAS Vision

A community where all young people are valued included and have every opportunity to thrive.

YSAS Purpose

To enable young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

YSAS Values

Honesty	We are impartial and authentic in our practice and in how we relate to colleagues within and outside of our organisation.
Empowerment	We create a positive environment for staff and young people to make valuable contributions.
Accountability	We set high standards and we are answerable for our decisions and actions.
Respect	We respect the rights of others and treat others as we would like to be treated.

Child Safety

YSAS is a Child Safe organisation. We actively promote the safety and wellbeing of young people, and are committed to protecting young people from harm or abuse who come into contact with and/or access our service. Applicants must undergo rigorous screening and recruitment processes, including providing evidence of current WWCC and National Police Check prior to commencing employment.

Position Purpose

YSAS is working in partnership with Drummond Street and Odyssey to deliver an Intersectional *Care Coordination Platform* called 'The Zone'. The Zone will host five sites across the northwest region of Melbourne, funded by the North Western Melbourne Primary Health Network (NWMPHN). The Zone is based on evidence informed therapeutic process and intersectional practice aimed at increasing the engagement and improving AOD treatment outcomes for specific young people and families from diverse backgrounds and identities. The Zone recognises the need to privilege cultural and intersectional knowledge and competence within therapeutic service and practice decision making. It also puts at the centre the primacy of family as a setting for both risk and protective factors for problematic patterns of AOD use, but also its importance as fundamental to support recovery. First Nations People, LGBTIQ+ people, people with disability, people of colour, public housing residents or people with a lived experience are encouraged to apply.

The role of the Youth Worker, is to provide evidence-informed AOD treatment and collaborative care to young people, using brief interventions, care planning, AOD counselling, harm reduction and trauma

informed frameworks. The Youth Worker will provide treatment and collaborative care that is both safe and effective for young people and families with intersectional needs.

The Youth Worker will, drawing on their lived or living experience, provide resilience based AOD case management as well as plan and facilitate intensive and structured non-residential AOD rehabilitation programming (both individual and group). The Youth Worker will collaborate and integrate treatment with co-located and out-posted services at The Zone.

Reporting Relationships

This role reports to the Manager of The Zone

This role has as direct reports:

- NIL

Key Relationships/Interactions

The primary stakeholders that this role will interact with are:

- Mental Health Services
- Housing Services
- Family Services
- Child Protection
- Flexible Learning Services
- Community Legal Services
- Other Youth Services

Key Challenges

Incumbents in this role must:

- Provide direct client service activities, have a strong understanding of referral networks and pathways, undertake administration, program development and evaluation, maintain compliance and display professional conduct.

Special Conditions

Prior to commencement of employment incumbent must provide YSAS assurance of their:

- Working with Children's Check (WWCC).
- Satisfactory National Police Check (NPC).
- Any relevant required professional registrations (e.g. AHPRA, CPA, etc)
- Driver's licence.
- Evidence of COVID19 Vaccination status
- Copies of all relevant qualifications.

Other relevant role information

- It is preferable that incumbents in this role have a current First Aid Certificate (level 2) – this may be completed during incumbent's probation.
- Some out of hours work may be required.
- The incumbent of this role may be required to work at various different YSAS sites depending on YSAS operational requirements.

YSAS Conditions

All YSAS employees are required to work in accordance with including but not limited to:

- Occupational Health and Safety Act 2004 (Victoria)
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Fair Work Act (2009)
- Relevant Awards, Enterprise Agreement
- Duty to maintain privacy and confidentiality
- Smoke Free Workplace
- Code of Conduct
- Child Safety best practice

- Other YSAS policies and procedures, which may be amended from time to time.

Responsibilities

This position description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Youth Worker is responsible for:

Key Responsibilities	Major Responsibilities	Performance Indicator/Measurement
Service Delivery	<ul style="list-style-type: none"> • Provide AOD support and collaborative care to young people and their families (if appropriate/safe) using brief intervention, care planning, harm reduction, trauma-informed frameworks. • Facilitate the development of basic life skills for young people. • Facilitate intensive and structured non-residential AOD rehabilitation programs. • Work collaboratively with all members of The Zone • Support and encourage young people to develop links with other services. • Model appropriate behaviour and facilitate positive communication between young people. • As required advocate on behalf of young people. 	<ul style="list-style-type: none"> • Provide support to young people accessing the Youth AOD Activity Hub and Clinic • Refer clients to other appropriate youth services as required. • Advocate on behalf of clients to internal and external services including legal services as required. • Attend regular supervision
Consultancy and Advice	<ul style="list-style-type: none"> • Contribute to the development and maintenance of an innovative service delivery model for young people. • Developing linkages with referral services. Where possible, include young people in the evaluation of the service. • Collaborate with other support services and community based activities to integrate support and provide optimal service provision. • Contribute to continuous quality improvement in relation to service delivery. 	<ul style="list-style-type: none"> • Commitment to the best interests of young people • Meet targets for completed episodes of care • Provision of a quality service to young people
System Management	<ul style="list-style-type: none"> • Ensure all administration, data recording; maintaining case notes, developing intervention plans using the Flexible Funding Pool and financial accountability processes are known and adhered to. • Ensure client case notes and database is up to date, accurate and meet both organisational and legislative requirements. 	<ul style="list-style-type: none"> • Ensure quality improvement is adhered to in line with YSAS procedures. • Ensure effective service is delivered and referral pathways are specific to the target group.

	<ul style="list-style-type: none"> • Ensure incident reports are timely and meet organisational procedures. • Participate in regular supervision with relevant Senior Practitioner or Team Leader • Ensure OHS issues are recognised and acted upon. 	
Stakeholder Engagement	<ul style="list-style-type: none"> • Provide referral and links to a range of services including drug and alcohol, primary health, family, housing, legal, justice, employment/educational and recreational services. • Develop and establish collaborative relationships with key stakeholders to enhance service co-ordination. • Provide secondary consultation to internal and external services. • Attend relevant network meetings as requested. • Demonstrate professional and ethical communication with all networks. • Articulate YSAS relationships based approach with relevant stakeholders. • Articulate 	<ul style="list-style-type: none"> • Develop collaborative partnerships with relevant stakeholders. • Develop and maintain formal/informal networks in order to achieve goals. • Attend network meetings in order to maintain positive relationships • Represent YSAS ethically and professionally on every occasion • Develop an understanding of YSAS practice frameworks.
Professional Development	<ul style="list-style-type: none"> • Attend YSAS team and professional development meetings • Commit to continuous and relevant professional development including internal training programs and external role-specific training and forums. • Adhere to all YSAS' policies and procedures including the Code of Conduct, Confidentiality Agreement, EEO policy • Demonstrated commitment to YSAS' organisational values • Provide highest ethical standards at YSAS; not only to young people in the communities we support, but to our co-workers and ourselves • Work collaboratively with staff across the organisation to ensure organisational needs are understood, recognised and responded to, as well as staff are supported in their services 	<ul style="list-style-type: none"> • On every occasion YSAS is represented ethically and professionally. • Good working relationships with stakeholders • Organisational needs understood
Continuous Improvement	<ul style="list-style-type: none"> • Contribute to continuous quality improvement in relation to service delivery or business support services and systems. 	<ul style="list-style-type: none"> • Ensure all work complies of the relevant legislation/ regulations, YSAS' policies and procedures

	<ul style="list-style-type: none"> • Developing linkages with referral services. • Participation in evaluation and ongoing monitoring of the programs, services, and systems. • Include young people in the evaluation of the service where appropriate. • Collaborate with other support services and community based activities to integrate support and provide optimal service provision. 	<ul style="list-style-type: none"> • Ensure confidentiality of documentation is maintained
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Qualifications, Skills, Knowledge and Experience relevant to the role

Education	Relevant qualifications in Youth Work, Social Work, Community Services or other health related qualifications and/or experience in the field.
Experience	<ul style="list-style-type: none"> • Demonstrated experience working with young people and their families in areas such as alcohol and other drug, mental health and homelessness. • Lived experience of different intersectional dimensions is preferred • Demonstrated experience in listening to the voices of people of diverse backgrounds and identities and a capacity to understand and appreciate their lived experience • Experience in establishing and cultivating intra and inter-organisational relationships with people and organisations of influence • Experience as an ally with people of diverse backgrounds and identities
Knowledge and Skills	<ul style="list-style-type: none"> • Knowledge of, as well as understanding of the key issues facing young people • Knowledge of specialist youth services such as mental health, alcohol and other drug, housing, employment and legal. • Knowledge of harm minimisation frameworks and trauma informed practice. • Well organised, and able to be flexible in managing competing priorities and deadlines • Excellent written and oral communication skills, as well as highly developed interpersonal, coaching, and consultative skills • Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions
Personal qualities	<ul style="list-style-type: none"> • A team player, able to work in a collaborative way. • Has tact, sensitivity and diplomacy; ability to think on feet and act proactively with discretion. • Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation. • Commitment to YSAS' values and a working style that reflects these

Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Youth Worker. Key behaviours for this role are listed with the critical behaviours highlighted in **bold**. These behaviours have been drawn from a larger number of relevant behaviours in YSAS's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the role.

Category	Level	Behaviours
Strategic Direction	Foundational	<ul style="list-style-type: none"> • Knows how own work contributes to YSAS' goals • Recognises how own work impacts on others • Asks questions to understand an issue • Contributes to business planning • Is flexible to changing priorities • Is open to change and new approaches
Achieves results	Foundational	<ul style="list-style-type: none"> • Ensures expectations and instructions from manager/supervisor are understood • Keeps manager/supervisor informed of progress • Follows due process when undertaking tasks • Delivers results by agreed timeframes • Pays attention to detail to ensure accurate/quality results • Reorganises work when priorities change • Is responsive and shows initiative
Business Excellence	Foundational	<ul style="list-style-type: none"> • Participates in the YSAS Performance Development Review Process • Openly raises issues with manager/supervisor • Seeks guidance/advice from others where necessary • Responds positively to constructive feedback • Actively participates in all necessary training • Looks for ways to improve work practices
Working Relationships	Operational	<ul style="list-style-type: none"> • Seeks input from relevant others • Ensures others are kept informed of progress and issues • Actively participates in team work and group activities • Works cooperatively with others • Listens attentively to others
Personal Drive and Professionalism	Operational	<ul style="list-style-type: none"> • Acts in a respectful and professional manner • Shows positivity and honesty • Maintains professionalism and confidentiality when dealing with sensitive issues • Recovers quickly from setbacks and refocuses on the task at hand • Looks for opportunities to engage in personal development • Ensures work practices are undertaken in a safe manner

Selection Criteria for Appointment into Role

1. Understanding of and experience working with young people and their families with intersecting needs.
2. Demonstrated ability in assertively engaging and supporting young people from a range of backgrounds, genders and age groups.
3. Knowledge of theories and frameworks including trauma informed care and adolescent development and demonstrated ability to relate these to case management practice.
4. Ability to work collaboratively within a team and strong crisis and risk assessment skills.
5. Demonstrated experience of participation in collaborative work practices with internal and external services

- 6. Demonstrated experience or understanding of planning and facilitating intensive and structured non-residential AOD rehabilitation programming (both individual and group).

Incumbent Statement

I accept the PD as acknowledged above and understand that the PD will be reviewed as required. I also understand that the PD may need to be amended occasionally due to variations in responsibilities and organisational requirements. Changes to the PD will be consistent with the purpose for which the position was established.

Acknowledged by occupant			/ /
	(Print name)	(Signature)	
Acknowledged by line manager			/ /
	(Print name)	(Signature & title)	

Job and Person Specification Approval

...../...../..... DELEGATE (GM or Chief)