

Position Description

Position Title	Therapeutic Youth Worker
Location	Various Residential Care Houses
Child Safety (Prohibited Persons) Act 2016	Prescribed
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Classification	Crisis Accommodation Employee Level 1
Reporting Relationships	Reports to the House Supervisor Direct reports: - Nil

Position's Primary Purpose

The Therapeutic Youth Worker is responsible for providing safe and therapeutic care to children and/or young people housed within Residential Care as detailed in their Therapeutic Care Plan.

Key Accountabilities

- Provide support, care and assistance to individual children and young people working within established Residential Care guidelines and in line with Therapeutic Crisis Intervention approaches
- Interact with children and young people in a positive manner that encourages the development of positive relationships with peers, staff and family and assists clients to develop social and living skills
- Actively encourage children and young people through role modelling and support in a range of educational and recreational activities to enhance their physical, social, emotional and intellectual development
- Ensure culturally safe and appropriate responses to children and young people
- Maintain professional boundaries with children and young people at all times to ensure safety of self and team members
- Maintain confidentiality in accordance with Junction's policy, procedures and legislation
- Ensure that risk planning is undertaken in conjunction with line manager
- Maintain accurate records at all times in the case management system and other systems as directed by line manager. Ensure the property is maintained in a clean and hygienic manner at all times in accordance with community standards, Work Health and Safety regulations and licensing requirements
- Plan and prepare meals for children and young people that are well balanced healthy food choices
- Ensure that client and other expenses are recorded and are within budgets
- Follow direction from line manager and on call to work across multiple sites as required

Key Relationships

Who	How
Internal	
Supervisor	Liaise on client care/needs, household matters and tasks and report any key information and/or risks
Stakeholders	Work collaboratively across Residential Care Houses, the portfolio and the broader organisation to deliver and support a high quality therapeutic residential supportive services framework

Position Description

Who	How
External	
Client	Develop and maintain positive relationships with clients and provide quality client services to each young person ensuring that each young person is heard and considered
Stakeholders	Support a collaborative and connected approach to service delivery through strong working relationships with the Department of Child Protection, Crisis Care, educational facilities, medical professionals, South Australian Police and South Australian Ambulance Services
Service Providers	Develop effective partnerships to deliver positive client outcomes

Core Values

Junction aspires to deliver flexible and responsive services that are underpinned by the following core values:



 IMPACT	 PASSION	 INTEGRITY	 RESPECT	 COLLABORATION
<p><i>We are determined to make a meaningful difference with a long-term impact and ripple effect of positive change.</i></p>	<p><i>Our tenacity brings passion to our purpose, fuelling our motivation and unwavering commitment to drive change.</i></p>	<p><i>Trusting, fair and supportive, we act with openness and honesty, preserving the dignity for the clients and tenants we work with.</i></p>	<p><i>We have an inherent belief in the value of all people and respect the right to navigate life's complexities with choice and control.</i></p>	<p><i>United by compassion and a true sense of solidarity, we are a like-minded group working together towards our vision.</i></p>

Capability Summary

The Junction People Capability Framework applies to all employees and is key in ensuring our Values are embedded in all we do. See attached list of all capabilities for the level of this role.

CAPABILITY GROUP	CAPABILITY NAME			
OUTCOMES FOCUSED	Positively impact clients	Deliver results	Drive innovation	Plan and prioritise
PERSONAL ATTRIBUTES	Act with integrity	Live our values and embrace	Show resilience and adaptability	Display self-awareness and motivation
POSITIVE RELATIONSHIPS	Client centric	Influence and negotiate	Communicate effectively	Work collaboratively
LEADERSHIP & PEOPLE MANAGEMENT	Inspire and lead with purpose	Manage through our Values	Support and develop our people	Make sound and agile decisions
BUSINESS ENABLERS	Manage change	Optimise resources	Leverage technology	Understand financial requirements

Position Requirements

- A satisfactory Working with Children Check (WWCC) or General Probity Check must be completed, (as applicable), prior to commencing employment and maintained thereafter
- Current Safe Environments Certificate is required and the employee must comply with relevant state legislation to support a child safe organisation
- Holds a current unencumbered Australian Driver's Licence or equivalent, and is willing to drive
- Hold a Senior First Aid certificate and is required to perform first aid in the workplace
- It is a requirement of the position to be accredited in Therapeutic Crisis Intervention with 6 months of commencing with Junction
- It is a requirement of the role to undertake practical and online fire safety training and maintained thereafter
- Your employment with Junction is subject to you being and remaining eligible to be employed in a licensed children's residential facility which requires employees to undergo periodic psychological or psychometric assessments
- This position is required to work over 7 days a week, 24 hours a day including undertaking active nights and passive nights (sleepovers)
- All Therapeutic Youth Workers are required to participate in professional supervision as directed by the House Supervisor in addition to any contracted or permanent hours
- Undertake practical on call to support programs with transport and shift coverage as required

Selection Criteria

Education and Knowledge

- Certificate IV in Youth Work, Child, Youth and Family Intervention, Community Services or equivalent (or working towards)
- Basic understanding of relevant statutory requirements and legislation for children under the Guardianship of the Chief Executive and supported accommodation - desirable

Skills and Experience

- Sound communication and interpersonal skills to effectively engage and establish rapport with clients, staff and external agencies - essential
- Ability to prioritise workload, meet deadlines and work independently
- Demonstrated understanding of appropriate responses to clients with behaviours that demonstrate high and complex needs
- Ability to work in a team environment and collaboratively with internal and external stakeholders
- Experience working with, or demonstrated understanding of the needs of, children and adolescents at risk
- Understanding of social justice principles – including equity of access, discrimination and equal opportunity, individuals rights and privacy

Equal Employment Opportunity

Junction is an equal opportunity employer that embraces a culture of diversity. We encourage applications from the Aboriginal and Torres Strait Islander community, people with disability, and people from every culture, gender and sexuality identity, age and ethnic background. Junction is committed to being a Child Safe organisation and has zero tolerance for child abuse.



OUTCOMES FOCUSED	PERSONAL ATTRIBUTES	POSITIVE RELATIONSHIPS	LEADERSHIP & PEOPLE MANAGEMENT	BUSINESS ENABLERS
<p>Positively Impact Clients</p> <ul style="list-style-type: none"> Actively works to understand clients/customers and stakeholders Engages clients/customers in a friendly and appropriate manner Shows respect for clients/customers and stakeholders 	<p>Act with integrity</p> <ul style="list-style-type: none"> Acts in accordance with Junction Values and Code of Conduct Is honest, ethical and professional Acknowledges mistakes and learns from them 	<p>Client Centric</p> <ul style="list-style-type: none"> Actively works to understand clients/customers and stakeholders Engages clients/customers in a friendly and appropriate manner Shows respect for clients/ customers and stakeholders 	<p>Inspire and lead with purpose</p> <ul style="list-style-type: none"> Supports others to understand the organisational direction Contributes to the development of team goals and helps others to do the same Recognises and acknowledges team members achievements and successes 	<p>Manage change</p> <ul style="list-style-type: none"> Supports and participates in change initiatives, assisting others to understand Recognises doubts about change in the workplace and is open to transparent conversations about those doubts Recognises barriers to change, both own and colleagues, supporting each other to accept and facilitate change
<p>Deliver results</p> <ul style="list-style-type: none"> Focuses on own performance and seeks to deliver quality services Seeks clarity of tasks, asks questions, knows what is expected of them Energetically approaches challenges Reports progress and any potential delays or issues which may impact on others 	<p>Value and embrace diversity</p> <ul style="list-style-type: none"> Sees differences in people as valuable and potential assets Values diversity of thought and includes everyone within the team Is open-minded – listen to learn and understand 	<p>Influence and negotiate</p> <ul style="list-style-type: none"> Contributes to finding effective solutions that influence positive outcomes Works with team to manage workload and/or priorities Participates in discussions to resolve differences with others 	<p>Contributes to a positive focus safety</p> <ul style="list-style-type: none"> Shows genuine care for the safety and wellbeing of self, others and the communities Follows all Work, Health and Safety policy/procedures, contributes to safety and works with others to achieve a zero-harm environment 	<p>Optimise resources</p> <ul style="list-style-type: none"> Works with team members to make effective use of resources to maximise service outcomes Works with team members to ensure a combined and accurate understanding of processes and practices for the work place Works with team members to identify team expectations and standards with a focus on efficiency
<p>Drive innovation</p> <ul style="list-style-type: none"> Shows a willingness to try new ways of working Generates and shares ideas about ways to continuously improve work and solve problems Looks for better ways to achieve the right outcome 	<p>Show resilience and adaptability</p> <ul style="list-style-type: none"> Works to embrace and assist change Helps to engage others in the change process Shows resilience in times of uncertainty 	<p>Communicate effectively</p> <ul style="list-style-type: none"> Actively listens to clients/tenants and colleagues Contributes to team discussions and planning Keeps stakeholders informed of progress and issues 	<p>Support and develop our people</p> <ul style="list-style-type: none"> Responds flexibly to changing demands Helps others to identify development opportunities to increase capability 	<p>Leverage technology</p> <ul style="list-style-type: none"> Is familiar and confident in using office software applications and technology Understands the function of the technology currently used in role Understands and complies with information, communication and document control policies, systems and security protocols
<p>Plan and prioritise</p> <ul style="list-style-type: none"> Sets priorities and organises self to meet deadlines Discusses and agrees work plans, timelines and goals with direct lead Regularly tracks progress on work tasks and adjusts work priorities accordingly Provides input to the development of team work plans and goals 	<p>Display self-awareness and motivation</p> <ul style="list-style-type: none"> Looks for opportunities to learn from the feedback of others Is prepared to challenge self and take calculated risks Is open to development of capabilities that help attainment of goals 	<p>Work collaboratively</p> <ul style="list-style-type: none"> Helps others who need guidance or direction on a job Shares information, ideas Acknowledges others' efforts 	<p>Make sound and agile decisions</p> <ul style="list-style-type: none"> Makes and implements routine decisions on daily work in a timely manner Consults and seeks necessary information as a basis for decisions Explores various possibilities and generate innovative solutions 	<p>Understand financial requirements</p> <ul style="list-style-type: none"> Understands budgets can only be used for intended purposes Appreciates the importance of accuracy in estimating costs, analysing financial data and recording transactions Uses all resources wisely and efficiently