

# Position Description



<b>Title of Role:</b>	Day Program Youth Worker	<b>Incumbent:</b>	
<b>Business Unit:</b>	Day Program	<b>Type of Appointment:</b>	Parttime .06 FTE until 30 <sup>th</sup> June 2026
<b>Division:</b>	Operations	<b>Position Number:</b>	TBC
<b>Award Type</b>	SCHCADS	<b>Classification Level:</b>	5

<b>Organisational overview</b>	
<p>Youth Support + Advocacy Service (YSAS) is one of Australia's largest and most comprehensive, youth-specific community service organisation that enables young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.</p> <p>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.</p> <p>YSAS recognises, respects, promotes and celebrates the value of diversity, adopts inclusive policies and strategies. We aim to have diversity within the YSAS workforce in line with the communities with which we work and welcome applications from all sectors of the community.</p>	
<b>Position Purpose</b>	
<p>The role of the Day Program Youth Worker is to provide support and leadership to young people within a day program with substance use issues using a harm minimisation framework including basic health, facilitating life skills, group programs and activity-based programs, as well as out posting to other services. This role also requires completion of household duties to support the upkeep of the program such as food ordering, shopping, cooking, cleaning, emptying of dishwasher. There is an expectation that some out of hours work will be required.</p>	
<b>Reporting relationship</b>	
<b>This role reports to</b>	Day Program Senior Practitioner and Program Manager
<b>Direct reports</b>	NIL
<b>Key working relationships / interactions</b>	
<b>External</b>	<b>Within YSAS [beyond immediate team members]</b>
<ul style="list-style-type: none"> <li>• Mental Health Services</li> <li>• Housing Services</li> <li>• Family Services</li> <li>• Child Protection</li> <li>• Flexible Learning Services</li> </ul>	<ul style="list-style-type: none"> <li>• Management</li> <li>• All of YSAS staff</li> </ul>

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<ul style="list-style-type: none"> <li>• Community Legal Services</li> <li>• Other Youth Services</li> </ul>	
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## Responsibilities

The key responsibilities you have been engaged to perform are below. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform.

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Provide support and supervision to young people accessing the Day Program.</li> <li>• Monitor the health and wellbeing of young people</li> <li>• Completion of assessments and behavioural / safety plans as required.</li> <li>• Contribute to the Provision of information to young people about drugs and alcohol which is consistent with a harm minimisation and intersectional perspective.</li> <li>• Facilitate group work and outposts.</li> <li>• Facilitate the development of basic life skills for young people.</li> <li>• In collaboration with young people prepare meals at the day program.</li> <li>• Support and encourage young people to develop links with other services.</li> <li>• Model appropriate behaviour and facilitate positive communication between young people.</li> <li>• As required advocate on behalf of young people.</li> <li>• Complete housekeeping duties as required.</li> <li>• Conduct supported referrals both internally and externally</li> </ul>	<ul style="list-style-type: none"> <li>• Provide support to young people with substance use issues within a harm minimisation framework including dispensing of NSP as required.</li> <li>• Monitor the health and wellbeing of young people conducting risk assessments as required.</li> <li>• Preparation of food and nutrition for the meals program.</li> <li>• Contribute to the day to day running of the program onsite and offsite, which includes task-based responsibilities and duties such as facilitating group work and outposts at other services/sites.</li> <li>• Refer clients to other appropriate youth services as required.</li> <li>• Advocate on behalf of clients to internal and external services including legal services as required.</li> <li>• Assist in maintaining the daily upkeep of the program such as, cooking, cleaning, shopping, emptying of dishwasher and any other duties as required</li> <li>•</li> </ul>

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Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
<b>Consultancy and Advice</b>	<ul style="list-style-type: none"> <li>Contribute to the development and maintenance of an innovative service delivery model for young people both onsite and offsite when on outpost.</li> <li>Developing linkages with referral services. Where possible, include young people in the evaluation of the service.</li> <li>Collaborate with other support services and community based activities to integrate support and provide optimal service provision.</li> <li>Contribute to continuous quality improvement in relation to service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>Commitment to the best interests of young people</li> <li>Meet targets for quarterly and half yearly reporting.</li> <li>Provision of a quality service to young people</li> </ul>
<b>System Management</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Ensure client case notes and database is up to date, accurate and meet both organisational and legislative requirements.</li> <li>Ensure incident reports are timely and meet organisational procedures.</li> <li>Participate in regular supervision with relevant Senior Practitioner.</li> <li>Ensure OHS issues are recognised and acted upon.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure quality improvement is adhered to in line with YSAS procedures.</li> <li>Ensure effective service is delivered and referral pathways are specific to the target group.</li> <li>Attend regular supervision</li> </ul>
<b>Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>Identify, develop and manage collaborative relationships with key stakeholders to enhance service co- ordination including external service Outposts and In-reach.</li> <li>Provide referral and links to a range of services including drug and alcohol, primary health, family, housing, legal, justice, employment/educational and recreational services..</li> <li>Provide secondary consultation to internal and external services.</li> <li>Attend relevant network meetings as requested.</li> <li>Demonstrate professional and ethical communication with all networks.</li> <li>Articulate YSAS relationships based approach with relevant stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Develop collaborative partnerships with relevant stakeholders.</li> <li>Develop and maintain formal/informal networks in order to achieve goals.</li> <li>Attend network meetings in order to maintain positive relationships</li> <li>Represent YSAS ethically and professionally on every occasion.</li> <li>Develop an understanding of YSAS practice frameworks.</li> </ul>

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<b>Professional Development</b>	<ul style="list-style-type: none"> <li>Attend YSAS team and professional development meetings</li> <li>Commit to continuous and relevant professional development including internal training programs and external role-specific training and forums.</li> <li>Adhere to all YSAS' policies and procedures including the Code of Conduct, Confidentiality Agreement, EEO policy</li> <li>Demonstrated commitment to YSAS' organisational values</li> <li>Provide highest ethical standards at YSAS; not only to young people in the communities we serve, but to our co-workers and ourselves</li> <li>Undertake proactive identification and on-going management of stakeholder.</li> <li>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</li> </ul>	<ul style="list-style-type: none"> <li>On every occasion YSAS is represented ethically and professionally.</li> <li>Good working relationships with stakeholders</li> <li>Demonstrate YSAS Organisation Values</li> <li>Organisational needs understood</li> <li>Adherence to YSAS policy and procedures.</li> </ul>
<b>Continuous Improvement, collaboration &amp; teamwork</b>	<ul style="list-style-type: none"> <li>Contribute to continuous quality improvement in relation to service delivery or business support services and systems.</li> <li>Developing linkages with referral services.</li> <li>Participation in evaluation and ongoing monitoring of the programs, services, and systems.</li> <li>Include young people in the evaluation of the service where appropriate.</li> <li>Collaborate with other support services and community based activities to integrate support and provide optimal service provision.</li> <li>Undertake improvements to deliver on YSAS's strategy, ensuring alignment of policies, practices and systems to the organisational strategy.</li> <li>Actively contribute to continuous quality improvements in service delivery/business support in collaboration with others.</li> <li>Undertake any other reasonable tasks as directed by the Manager</li> </ul>	<ul style="list-style-type: none"> <li>Regular review of work processes</li> <li>Contribute to the development and implementation of group programs</li> <li>Ensure all work complies of the relevant legislation/ regulations, YSAS' policies and procedures</li> <li>Ensure confidentiality of documentation is maintained.</li> <li>Quality and strength of collaborative work across teams and functions</li> <li>New processes and initiatives introduced</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>Ensure knowledge of all relevant YSAS policies, procedures, guidelines and work methods is actively implemented and maintained</li> <li>Complete all mandatory and scheduled training as requested</li> </ul>	<ul style="list-style-type: none"> <li>Work activities comply with relevant legislation, YSAS policies and operating quality standards</li> <li>Mandated and scheduled training up to date</li> </ul>

Version: 3.0

Approved by: General Manager, Human Resources

Date approved: 15<sup>th</sup> May 2023

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Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
<b>Workplace safety and wellbeing</b>	<ul style="list-style-type: none"> <li>Take care of your own health, safety and wellbeing and that of any other person who may be affected by your actions or omissions in the workplace</li> <li>Understand responsibilities and accountabilities of yourself and others in accordance with safety legislation and YSAS policies</li> <li>Promote and maintain a safe wellbeing culture and working environment within your area</li> </ul>	<ul style="list-style-type: none"> <li>Role model safe work practices at all times</li> <li>Actively support and promote safety and wellbeing</li> <li>Work methods modified as risks identified and incidents, accidents and hazards reported as soon as possible</li> </ul>

### Qualifications, Skills, and Experience

#### Qualifications, certifications, professional registration, and licences required for the role:

- Relevant qualifications in Youth Work, AOD, Social Work, Community Services or other health-related qualifications and/or extensive experience in the field.

#### Knowledge and experience

- Demonstrated experience working with young people and their families in fields such as alcohol and other drug, homelessness or mental health.
- Demonstrated experience in listening to the voices of people of diverse backgrounds and identities and a capacity to understand and appreciate their lived experience.
- 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

#### Skills

- 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
- Good judgment, able to influence others and seen as a credible source of advice

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## Personal Attributes

### Personal qualities and attributes

- Driven by a genuine customer service ethos and able to inspire the same in others
- A team player, able to work in a collaborative way across the organisation and with external partners
- Pragmatic, respectful and organised
- Operates with tact, sensitivity and diplomacy, 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 with a working style that reflects these

## Key Selection Criteria

1. Understanding of and experience working with young people with support needs, especially in areas of mental health, homelessness, alcohol and other drug use and primary health 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 other services.

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## Employment at YSAS

Applicants must undergo rigorous screening and recruitment processes.

Prior to commencement of employment with YSAS, candidates must provide assurance and evidence of:

- Working with Children’s Check (WWCC)
- Satisfactory Nationally Coordinated Criminal History Check (NCCHC)
- Any required professional registrations (e.g. AHPRA, CPA, AHR)
- Victoria driver’s licence
- Certified copies of all relevant qualifications.

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, discrimination, harassment and intimidation)
- Fair Work Act (2009)
- Relevant Awards, Enterprise Agreement
- Employee duty to maintain privacy and confidentiality
- YSAS Values, Code of Conduct and other YSAS policies/ procedures which may be amended from time to time
- Child Safety commitments and regulatory obligations.

Other:

Some out of hours work may be required

Role may be required to work at various / different YSAS sites based on YSAS operational requirements.

The incumbent of this role will be required to facilitate group work and outposts.

## Incumbent Statement

I accept this Position Description (PD) and understand that the PD is subject to review and may change in accordance with YSAS’ operational, service and client requirements. Changes to the PD will be consistent with the purpose for which the position was established.

Acknowledged by  
the occupant

----- / /  
(Print name) (Signature) (Date)

Acknowledged by line  
manager

----- / /  
(Print name) (Signature & title) (Date)

## Job and Person Specification Approval

Version: 3.0

Approved by: General Manager, Human Resources

Date approved: 15<sup>th</sup> May 2023

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