

Position Description

Position Title	Casual Youth Worker
Reports to	Service Coordinator
Supervises	NIL
Responsible for	Improving the quality of life for young women accessing services at The Girls Refuge (TGR) by: Assisting clients in daily living activities such as cooking, laundry, preparing for school, homework and recreational/educational activities and other functions. Assisting Case Managers to achieve case management goals which increase opportunities for client's education, employment and housing. Manage house dynamics and respond to incidents with support from on-call staff where required. Ensure a high standard of household safety, security and cleanliness is achieved. Assist in the collection and collation of data through CIMS.
Location	Inner West

Conditions of employment

Employer	Detour House Inc.
Hours per week	Not fixed
Status	Casual shift work- sleepover shifts
Award	Modern Award SCHADS
Classification	SCHADS Level 3
Benefits	• Exciting career opportunity working in a female led service • Access to ongoing professional development. • Monthly team well-being activities. • External supervision and EAP access. • Inclusive and supportive organisational culture

Position Description

Casual youth workers are required to improve the quality of life for girls accessing TGR. This includes providing emotions support, practical support to navigate and improve living skills, managing residents in the house including monitoring behaviours that may impact resident dynamics and assisting Case Managers to identify and achieve case management goals.

As a casual Youth Worker, you will work varying hours between 6am and 11pm, and any overnight hours as required, on a rotating roster from Monday to Sunday. DHI

may at any time vary your days of work to meet the needs of the organisation.

The Casual Youth Worker position predominantly works afternoon and evening shift. Casual staff are required to be available for a minimum of 2 sleepover shifts per month.

Key accountabilities

- Undertake initial contact assessment, referral, admission and orientation of clients
- Inform clients of their rights and provide knowledge and skills to enable clients to access other services as required.
- Assist clients to prepare for, and encourage them to, attend school, training programs, work and/or other constructive activities.
- Organise and participate in clients' recreational activities.
- Provide referral and support to empower and enhance the functioning of clients in line with program guidelines.
- Mediate with the client to resolve conflict and negotiate agreed goals and actions.
- Provide educative information to the public seeking information as appropriate.
- Respond appropriately to clients in crisis situations.
- Update progress notes in CIMS at the completion of every shift.
- Provide telephone support to clients where appropriate.
- Comply with Policies and Procedures.
- Inform, guide and enforce WHS Standards ensuring a safe environment for clients, co-workers and visitors on site.
- Chair weekly house-meeting for residents.

General Accountabilities

- Work as part of the wider Detour House Inc. team displaying effective team membership by assisting with and participating in whole of service events and supporting events run by other Detour House programs.
- Participate in training and performance appraisal as required.
- Meet monthly for supervision with an external supervisor.
- Perform all duties in accordance with the Detour House code of conduct, the policies and procedures and philosophy.
- Perform all duties in line with EEO policy and WHS safety standards, ethical practice principles and a commitment to the principles of cultural diversity.

Essential Selection Criteria

- Minimum Certificate IV Qualification in Youth Work or related field and /or 2 years' experience in residential/crisis accommodation.
- Proven competency in their ability to deliver the following:
- Assessment of clients' physical and mental health and wellbeing.
- Ability to work with clients in managing their mood and deescalating potentially high-risk situations.
- Communicate effectively with all relevant stakeholders.
- Identify needs for referrals to appropriate services.

- Develop and build relationships with other services and stakeholders for new clients, support and exit.
- Evaluate and adjust client progress, write case notes in CIMS database.
- Actively participate in peer supervision.
- Supervise, lead and motivate clients in achieving a range of living skills including cooking, health and hygiene.
- Assist with the organisation of workshops and outings and activities.
- Identify risks that may impact upon staff and client's safety.
- Ability to work nights, overnight and weekends as part of the regular roster (minimum of 2 sleepover shifts per month).

Desirable Selection Criteria

- A developed understanding of the homelessness sector and the service system for under 16's.
- A contemporary understanding of the homelessness and youth service landscape

Compliance requirements

- Current NSW Driver's License
- Clear Working with Children and National Criminal History Record checks
- Covid-19 Vaccination Certificate
- First Aid Certificate

This position description is subject to change in line with duties and strategic objectives.

The position is dependent on continued funding from the Department of Communities and Justice.