

Position Description

Position Title	Youth Worker	Department/Centre	Fusion Western Sydney
Type of Position	0.70 FTE	Position Hours	26.5 hours per week
Date Created	10/02/2026	Position Description Review	08/09/2026
General Position Overview	The Position of part time Youth Worker will deliver programs and provide referral and support to young people (12 to 25 years of age) and their families/carers seeking information, resources and help. This position will provide relevant outreach, skills-based and community engagement activities and mentoring in line with funding objectives and Fusion's Mission, Vision and Values.		

FUSION VISION MISSION AND VALUES

Fusion Mission
Mentoring and equipping young people who are vulnerable to build a strong foundation for their future.
Fusion Vision
Young people in Australia have purpose and connection, in a community that cares for them.
Fusion Values
Justice- Fusion Australia prioritises young people aged 12–25 and focuses on programs that address inequality and unmet needs, reflecting a commitment to fairness and opportunity. Compassion- By centering relationships, mentoring, and trauma informed care, Fusion Australia ensures our services respond with empathy to the real experiences of young people and communities. Mercy- Mercy is seen in our commitment to walk alongside people without judgment through relationship-based mentoring. Fusion Australia seeks to strengthen this work, creating belonging and healing. Respect- Fusion Australia is building programs that listen and respond—through co-design, local leadership, and stakeholder engagement - upholding the dignity of all involved.

Fusion Conduct Expectations

Fusion Australia is a Youth and Community organisation of people motivated by Christian values and the belief that people matter. All Fusion workers must act consistently in accordance with Fusion code of conduct and comply with Fusion policies and procedures. All workers must challenge practices observed that are inconsistent with these. All workers must use Fusion values as a basis for managing relationships and decision-making.

Certificates and Checks - Required for this Position – Current and ongoing while in role

National Police Check and Statutory Declarations	☒
Safe Organisation Course - at relevant level of training for role	☒
Working with Children Check	☒
First Aid Certificate	☐
Driver's License – where driving on behalf of Fusion	☒
CTP and Comprehensive car insurance – where using own vehicle for Fusion work	☒
Others, please list e.g. bronze medallion	☐

Requirements in this role

In accordance with Fusion's professional development and performance monitoring procedures, you will engage in the following:

- A Probationary period of 6 months, followed by a review
- Regular Supervision with your Supervisor and an Annual Role Review process
- External and Internal Training, Up-skilling, and accreditation (e.g. Rhythm to Recovery (Drumbeat), Love Bites, Rock & Water) as negotiated

Form number	FAL.NSW.FWS-HR-PD-01	Version	2.0
Drafted by	F. Brown-Pulham	Approved on	May 2025
Responsible person	HR Manager	Scheduled review date	Sept 2027

The responsibilities, duties and KPI's for your role are defined below.

Key Relationships	
Internal	
I am accountable to:	Youth Services Team Leader Youth Services Manager
I work closely with:	Youth Services Team Family Services Team Fusion Western Sydney Team
Accountable to me:	NIL reports
External:	Young people, Community, Schools, Other organisations
Committees/Groups:	Networking groups, staff meetings, training and development

Key Challenges (Summarise any specific issues that Fusion recognises may make the role difficult or unique.)
Management of peer leaders, young people with challenging behaviours, working in multiple or diverse locations,

Qualifications, Education and Experience

Essential Criteria:	Desirable Criteria:
Diploma or Degree in Youth Work, Social Science or working towards a relevant discipline or tertiary training.	Rhythm to Recovery (Drumbeat), Rock & Water, and Love Bites Facilitator training First Aid, Outdoor Recreation, other relevant training
Working with Children Check and Police Check Clearance	Understanding and experience in outcomes focused youth work
Own comprehensively insured transport available for work	Experience in providing case management, support and referral

Work Experience and Skills

Essential Criteria:	Desirable Criteria:
Demonstrated understanding of youth work practice and skills in youth engagement.	Experience working with volunteers
A sound knowledge and understanding of adolescent development, the needs of young people and the problems they are likely to encounter, both within their families and in today's society	Ability to communicate and work with at-risk young people and their families
Experience in identifying and appropriate response to challenging behaviours in young people	An understanding of issues from a parent's perspective
Ability to relate effectively with young people from diverse cultures and backgrounds	Well-developed documentation and record keeping skills, including briefing notes, meeting notes, case-notes
Ability to network and liaise with other agencies, both government and non-government	Ability to write & implement risk assessments
Basic computer and administrative skills	Understanding of Trauma Informed practice.
Ability to work in a diverse team environment	Awareness of issues facing young people in Western Sydney and local services

Personal Qualities and Behavioural Traits
Commitment to networking and work collaboratively with other agencies
Energetic and motivated, with demonstrated ability to work in collaboration with team
Strong desire to see change in the lives of young people and their communities
Understanding of and willingness to work within a framework of Theory of Change, Trauma informed practices, Fusions values

Key Result Area Summary

	Key Result Area	Responsibilities/Duties What key tasks must be completed?	Key Performance Indicator (KPIs)	(%) Time
1	Youth Access & Engagement	Maintain a working knowledge in current youth issues, practices, available services and relevant agencies. Facilitate the provision of information, resources and brief interventions. Apply young people's norms in practice in all aspects of role. Identify young people requiring extra support in youth activities and programs. Ensure that Fusion programs welcome all eligible young people regardless of gender, ethnicity and ability.	Attend at least 4 professional development sessions or sector briefings per year related to youth issues or services. Maintain an up-to-date directory of local youth services and agencies, reviewed and updated quarterly. Resource at least 3 brief interventions or resource referrals per month, documented in case notes, session notes, activity notes on Community Data Solution (CDS). Ensure 100% of youth-facing materials in print and online are current, accessible and culturally appropriate. Demonstrate youth-informed practice in 100% of program planning and delivery (e.g. through Norms, through co-design, feedback loops and youth advisory input and focus groups). Collect and review youth feedback at least once per month to inform service delivery. Assist in the facilitation of focus groups and compile feedback report. New young people are engaged in FWS programs and programs are at 95% capacity. Confidentiality is maintained; sensitive matters are dealt with in line with policy. Young people are given the opportunity to provide feedback on the service provided. Participate in fortnightly team program and client discussions to review and support young people with emerging or complex needs.	
2	Program delivery	Participate in the design and delivery of agreed programs and events, ensuring materials and equipment is in place for programs. Facilitate smooth day-to-day program delivery in cooperation with other team members, including the completion of online program debrief promptly. Facilitate youth events and community development activities and assist in the organisation and supervision of a range of events which could include mentoring, peer leadership, outreach, seminars, school-based programs.	Appropriate consultation with team and supervisor. Programs and activities meet identified needs. Actively participate in continuous improvement of service delivery through staff and program review meetings. Contribute to the planning and design of at least 90% of schedule programs and events each term. Ensure 100% of required materials and equipment are prepared and available at least 24 hours before each program or event. Complete online program debriefs within 48 hours of each session with 95% compliance rate per term.	

			Assist in the co-facilitation of youth events or community development activities per term and school holidays. This includes and is not limited to youth week, child protection week, volunteer week, end of term, end of program and end of year events. Support the planning and delivery of mentoring, peer leadership and outreach initiatives. Achieve a minimum 85% positive feedback rate from young people on program relevance and engagement (via surveys, focus groups or informal feedback). Document and share at least 1 example per term of youth leadership or participation in program delivery. Young people and families engage with community development activities.	
3	Support, Referral and Advocacy	Assess the needs of a young person in developing a support plan within the Fusion youth work model; this includes support to the families of young people where relevant. Refer young people and their families, where appropriate to case management or other relevant services and agencies Actively collaborate with staff within Fusion, schools and other services to ensure a holistic integrated response for individual young people	Refer 100% of young people requiring additional support to appropriate internal or external services within 5 working days of identifying the need. Follow up on all referrals within 2 weeks to ensure connection has been made and document outcomes in case notes on CDS. Collect feedback from at least 3 partner agencies or schools per term to evaluate the effectiveness of collaborative efforts 100% of Young People identified as needing case support have support plans saved on to CDS within 7 days of joint planning and/ or review meeting. Young people and their families have effective and timely follow up. Young People have improved outcomes and reduced risk. Young people are supported in accessing Fusion services, programs or other community services.	
4	Community Engagement	Promote resilience, skill building and peer support programs for young people and the community. Contribute to the development of an evidence based, innovative and responsive youth services program in Western Sydney. Understanding program development, implementation, evaluation and promotion.	Deliver at least 2 resilience or peer support programs per school term. Achieve a minimum 80% satisfaction rate from participants on skill-building and peer connection outcomes (via surveys or feedback tools). Engage at least 1 new community partner or school per term in promoting or co-delivering youth resilience initiatives Contribute to at least 1 program review or development session per quarter that	

		Facilitate or coordinate the provision of information, resources and brief interventions relating to youth issues.	incorporates youth feedback and current research. Submit at least 1 proposal or idea per term for a new or improved program based on emerging youth needs or trends in Western Sydney. Participate in at least 2 professional learning or sector engagement activities annually to inform evidence-based practice. Support the full cycle (planning, delivery, evaluation) of at least 3 youth programs per year. Ensure 100% of programs include a basic evaluation component (e.g., pre/post surveys, feedback forms). Regularly promote all programs through at least 4 youth-accessible channels (e.g., social media, Discord, seminar, lunchtime programs, schools, community orgs) per campaign.	
5	Community Strengthening	Ensure communication and liaison with parents and the local community to build and maintain trust and understanding. Build rapport and cooperation with partner organisation, including community organisation, schools and churches. Develop linkages with referral services	Initiate or participate in at least 6 parent or community engagement activity per term (e.g., home visit, info session, open day, community BBQ). Respond to 100% of parent or community inquiries within 3 working days. Collect feedback from parents/community at least twice per year to assess trust, satisfaction, and areas for improvement. Maintain active working relationships with at least 5 partner organisations (e.g., schools, churches, community groups) per year. Attend or host at least 1 collaborative meeting or event with partner organisations per term. Document and share outcomes of all partnership activities in internal reports or CDS within 5 working days Establish or maintain referral pathways with at least 3 new or existing services annually. Ensure 100% of referrals made are documented and followed up within 2 weeks to confirm engagement or outcome. Review and update referral directory or contact list at least once per term. Consistently provide timely, respectful, and solution-focused support to young people, parents, and staff, with a 90% satisfaction rate based on feedback collected biannually.	

			Actively uphold and promote Fusion’s values in all interactions, ensuring positive representation in 100% of internal and external communications, events, and partnerships. Staff actively engage in local community planning and consultation forums, with participation in at least one relevant meeting, workshop, or initiative per quarter.	
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6	Safety, Quality and Continuous Improvement	Commitment to delivery of high-quality service through continuous improvement processes, appropriate risk management and ensuring safe organisation culture. Participate in outcomes measurement, & evaluation processes. Seek client feedback where appropriate. Compliance with & contribution to WHS policies, to ensure a safe working environment. Promptly record and report all incidents and complaints according to Fusion requirements.	Ensure 100% of documentation and service delivery complies with relevant legislation, regulations, and Fusion policies, with all records completed accurately and submitted within required timeframes. Participate in at least 2 continuous improvement or quality assurance activities per year (e.g., audits, reviews, team reflections). Identify and implement at least 1 service improvement initiative annually based on feedback, evaluation, or risk review. Contribute to outcomes measurement processes for 100% of relevant programs or services. Consistently uphold Fusion's Safe Organisation culture by adhering to child safety standards and mandatory reporting obligations in NSW, with 100% compliance in all delegated areas. Maintain strict confidentiality in all interactions and handle sensitive matters with professionalism, discretion, and cultural sensitivity, with no breaches reported. Participate in at least 1 WHS-related activity per quarter (e.g., safety check, drill, or review). Record and report 100% of incidents and complaints within 24 hours, in accordance with Fusion's policies and procedures. Achieve a consistently low rate of formal complaints and receive regular positive feedback from young people, families, and partner agencies, as measured through feedback tools and incident reports.	

7	Professional and Personal Development	Demonstrated professional knowledge and application of the skills required for this position. Take active role in own professional development as relevant to job role and aspirations. Participate in group and individual supervision and review processes.	Demonstrate effective use of core youth work skills, theory of change and knowledge in 100% of relevant tasks, as evidenced through supervision feedback, peer review, or program outcomes. Maintain up-to-date knowledge of youth work practices, legislation, and policies relevant to the role. Attend 100% of scheduled individual and group supervision sessions unless otherwise approved Attend 100% of compulsory induction and ongoing training sessions provided by the Centre, unless prior approval is granted for absence. Attend at least 90% of scheduled group and individual supervision sessions, team meetings, and program debriefings. Attend and actively participate in Annual review meeting and complete all relevant paperwork within 5 days of completion of process.	
	Professional Conduct and Relationship Management	Work within Fusion's shared values, philosophy, Policy & Procedures, Code of Conduct, including mandatory reporting requirements in NSW. Work within the Fusion framework of early intervention, diversity, inclusion, and non-discrimination. Support the induction, peer support and ongoing professional development of new youth workers, students and volunteers Undertake the duties of other staff during periods of leave. Contribute to the responsible management and upkeep of the Fusion Centre's office space, equipment, petty cash, and vehicles, ensuring all resources are used appropriately and maintained in good condition.	Demonstrate 100% compliance with Fusion's shared values, philosophy, Code of Conduct, and policies, including mandatory reporting obligations in NSW. Participate in annual policy and Code of Conduct training and complete all required compliance modules within designated timeframes. Apply principles of early intervention, diversity, and inclusion in 100% of youth engagements and program delivery. Receive no substantiated complaints related to discrimination or exclusion and demonstrate inclusive practice in supervision or peer feedback. Provide induction or peer support to at least 2 new youth workers, students, or volunteers annually. Provide coverage for other staff roles during leave periods as required, with	

			minimal disruption to service delivery. Maintain accurate records and handover notes when stepping into or out of temporary roles, with 100% compliance during coverage periods. Maintain 100% compliance with Fusion's procedures for office, equipment, petty cash, and vehicle use, with no preventable incidents of misuse, damage, or loss reported per quarter.	
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Notes/Comments

I have read and understood the requirements of the position.

Name: _____ Sign: _____ Date: _____

Supervisor/
Manager: _____ Sign: _____ Date: _____