

Position Description Template



Title of Role:	Youth and Family Worker (Youth Support Services)	Type of Appointment:	Fixed Term (June 2027)
Business Unit:	Youth Support Service (YSS NW)	Position Number:	Level 5
Division:	Operations	Classification Level:	
Program Name & Site:	Youth Support Service (YSS)- Sunshine & Epping	Award Type	SCHCADS/Nurses/Non- award

Organisational overview

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.

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.

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.

Position Purpose

This position works out of the Youth Support Service (YSS) program in the North West metropolitan region of Melbourne. The successful candidate will provide timely support for young people by addressing their criminogenic risk – this includes the presence of anti-social peers, AOD misuse, family dysfunction, school disengagement, cultural disconnection and the lack of pro-social connections.

Support will be provided on an outreach basis using intensive case-management principles.

Reporting relationship

This role reports to	YSS Northwest Regional Manager
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Direct reports	This role has as no direct reports.
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Key working relationships / interactions

External	Within YSAS [<i>beyond immediate team members</i>]
Victoria Police	Sunshine/Epping AOD
Children's Court Youth Diversion	The Zone
Child Protection & other youth services	Embedded Youth Outreach Program

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.

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Date approved: 02 June 2025

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Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
<p>Service Delivery</p>	<ul style="list-style-type: none"> • Manage a case load of 12-15 clients and maintain YSAS' espoused service delivery response and organisational culture. • Provide intensive case management to young people over a maximum of 6-months using outreach principles • Have attention to detail in ensuring the case-notes are up to date and of acceptable standard as per YSAS's Model of Care • Ensure that client's progress is continuously kept in view as part of overall care • Undertake service delivery to ensure a developmentally appropriate and responsive service for vulnerable young people aged 10 to 18 years. • Work in a family inclusive manner, where appropriate including family in conducting assessments and developing support plans. • Work according to YSAS's Model of Care requirements to ensure client outcomes are met • Implement a range of modalities including but not limited to: brief interventions, intensive individual casework, group work and family work. • Undertake community development activities that build strong working relationships with our community partners. • Advocate on behalf of young people, in particular with stakeholders within the justice sector. • Model appropriate behaviour and facilitate positive communication between young people. • Ensure cultural awareness and appropriateness is demonstrated and applied where relevant 	<ul style="list-style-type: none"> • Provide support to a caseload of young people using the case management framework • Promote a safe and friendly environment in order to facilitate the communication between young people. • Support the development and maintenance of family relationships • Professional relationships are maintained with internal and external stakeholders
<p>Consultancy and Advice</p>	<ul style="list-style-type: none"> • Contribute to the development and maintenance of an innovative service delivery model for young people (from the target population). • 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

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System Management	<ul style="list-style-type: none"> Ensure all administration is up to date including data recording, case notes, client support plans and intake and assessment forms. All Flexible Funding Pool and financial accountability processes are known and adhered to. Ensure incident reports are timely and meet organizational procedures. Participate in regular supervision with relevant Senior Practitioner or Team Manager Ensure OHS issues are recognised and acted upon. Where required, provide written documentation at regular intervals regarding the progress of key objectives identified for this program 	<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.
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, cultural and recreational services. Develop and establish collaborative relationships with key stakeholders with a focus on CALD, Aboriginal and Torres Strait Islander, Māori, Pasifika, African, LGBTIQ+ 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 	<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.
Continuous Improvement	<ul style="list-style-type: none"> Contribute to continuous quality improvement in relation to service delivery or business support services and systems. Developing linkages with referral services. Participation in evaluation and ongoing monitoring of the programs, services, and systems. Include clients 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 all work complies of the relevant legislation/ regulations, YSAS' policies and procedures Ensure confidentiality of documentation is maintained
Corporate Compliance	<ul style="list-style-type: none"> Current Victorian Driver's Licence Current and ongoing Working with Children Check Current and ongoing National Police Check 	<ul style="list-style-type: none"> Successful check supplied when required

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Continuous improvement, collaboration & teamwork	<ul style="list-style-type: none"> Undertake improvements to deliver on YSAS's strategy, ensuring alignment of policies, practices and systems to the organisational strategy. Actively contribute to continuous quality improvements in service delivery/business support in collaboration with others. Undertake any other reasonable tasks as directed by the Manager To actively take on managers feedback from time to time 	<ul style="list-style-type: none"> Regular review of work processes Quality and strength of collaborative work across teams and functions New processes and initiatives introduced
Compliance	<ul style="list-style-type: none"> Ensure knowledge of all relevant YSAS policies, procedures, guidelines and work methods is actively implemented and maintained Complete all mandatory and scheduled training as requested 	<ul style="list-style-type: none"> Work activities comply with relevant legislation, YSAS policies and operating quality standards Mandated and scheduled training up to date
Workplace safety and wellbeing	<ul style="list-style-type: none"> 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 Understand responsibilities and accountabilities of yourself and others in accordance with safety legislation and YSAS policies Promote and maintain a safe wellbeing culture and working environment within your area 	<ul style="list-style-type: none"> Role model safe work practices at all times Actively support and promote safety and wellbeing Work methods modified as risks identified and incidents, accidents and hazards reported as soon as possible

Qualifications, Skills, and Experience

Qualifications, certifications, professional registration, licences required for role:

- Relevant tertiary qualifications in Youth Work, Social Work, Community Services or other health related qualifications and/or extensive experience in the field.
- A current First Aid (Level 2) certificate is desirable

Knowledge and experience

- Demonstrated experience (minimum 3 years) in working with young people and their families
- Demonstrated experience and understanding of engagement issues related to young people who are at risk of offending
- Demonstrated experience in working with young people and their families from diverse communities including CALD, Aboriginal and Torres Strait Islander, Māori, Pasifika, African, LGBTIQ+ is highly regarded
- Demonstrated knowledge of the cultural complexities working with CALD communities including Aboriginal and Torres Strait Islander, Māori, Pacific Islands and African

Skills

- Knowledge of, as well as understanding of the key issues facing young people
- 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
- 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 in utilising case-management principles to engage young people at risk of entering the criminal justice system, especially those who have had recent contact with Victoria Police
2. Skills in engaging and working with young people and families- this includes advocacy, street-based outreach and group work
3. Organisational and forward-thinking ability to regularly track client outcomes and progress
4. Demonstrating an understanding of the needs, issues and sensitivities of people from diverse backgrounds including First Nations, LGBTQIA+ and culturally and linguistically diverse communities
5. Understanding of adolescent development and specific circumstances which impact young people's ability to engage with service
6. Demonstrated ability to work collaboratively with stakeholders, particularly the Children's Courts, family services, mental health providers, schools and other community support services

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, AHRI)
- 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.

Incumbent Statement

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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
occupant

/ /

(Print name)

(Signature)

(Date)

Acknowledged by line
manager

/ /

(Print name)

(Signature & title)

(Date)

Job and Person Specification Approval

...../...../..... DELEGATE (Executive)