

SOUTH BURNETT CTC INC POSITION DESCRIPTION

YOUTH MENTOR CTC COMMUNITY SERVICES

Position Type	Full Time (38 hours per week) – flexibility and accountability in how these hours are worked to meet the needs of clients – the spread of hours per weekday can range between 6.00am and 8.00pm
Program	Staying on Track, Bail Support and Kick Starter
Location	CTC Community Services, 35 Lamb Street, Murgon
Reports To	Connections Team Leader
Headquarters	South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610
Award Conditions	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) Social and Community Services Worker Level 3 (\$38.65 per hour) + salary packaging

About South Burnett CTC Inc (CTC)

South Burnett CTC Inc (CTC) is a proactive, community-focused organisation committed to working together to break down barriers and make a genuine difference for the people in our communities. Guided by our vision of communities across the South Burnett where people have equal opportunity to receive support, participate and feel valued in their everyday life, we deliver services across Foster Care and Residential Care; Family, Youth and Domestic and Family Violence Services; Housing and Homelessness supports; Disability Services; and our Gumnut Place Social Enterprise. Our teams proudly service the South Burnett region, with offices based in Kingaroy, Wondai, Nanango and Murgon.

Our work is grounded in the values of Empathy, Integrity and Collaboration, which shape how we interact with the people we support, our colleagues and our community partners. CTC actively upholds the Child Safe Standards and embraces the Universal Principle. We are committed to creating and maintaining environments where all children feel safe, respected and empowered. Our practices promote cultural safety and inclusion, with particular focus on supporting and respecting the cultural rights and wellbeing of Aboriginal and Torres Strait Islander children. This commitment is embedded across all services, policies and organisational behaviours.

Program Summary

The Youth Justice funded programs *Staying on Track*, *Bail Response*, and *Kick Starter* in Queensland are designed to support young people at different stages of risk and system involvement by addressing underlying needs, strengthening protective factors, and promoting safer community outcomes.

Staying on Track delivers intensive case management, supporting young people to stabilise their circumstances, increase engagement with education, training, or employment, and reduce re-offending. *Bail Response* provides immediate, intensive support to young people subject to bail conditions, assisting them to maintain compliance, access stable accommodation, and reduce further offending through structured supervision and targeted interventions. *Kick Starter* offers early intervention through short-term, targeted support for young people beginning to engage in at-risk behaviours, focusing on skill development, resilience building, and connection to positive supports. Together, these programs create a coordinated continuum of care that promotes accountability, wellbeing, and improved long-term outcomes for young people.

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These program require strong collaboration with government and non-government stakeholders to ensure holistic support and continuity of care, helping young people build resilience and make positive life choices that break the cycle of offending.

Position Summary

The Youth Mentor plays a vital role in supporting young people involved in, or at risk of entering, the youth justice system through the delivery of targeted, strengths-based interventions and programs. This position provides both individual mentoring support and structured program delivery across the Youth Justice funded initiatives *Staying on Track*, *Bail Response*, and *Kick Starter*.

The Youth Mentor works collaboratively with young people to build trust, assess needs, develop practical life skills, and strengthen protective factors that promote positive behaviour change and long-term wellbeing. Through consistent engagement, role modelling, and advocacy, the Youth Mentor supports young people to increase their connection to education, training, employment, family, culture, and community.

Responsibilities of the Position

A broad outline of the responsibilities position includes

Service Delivery & Practice Compliance

- Ensure all service delivery aligns with the *Staying on Track Operational Practice Manual* and relevant program guidelines (*Bail Response* and *Kick Starter*)
- Provide support in line with each young person's individual Case Plan or Service Response Plan (SRP)

Engagement & Contact Requirements

- Make initial contact:
 - Within 2 days of receiving a referral
 - Within 3 days of a young person entering custody
- Maintain a minimum of weekly contact with each client
- Provide a minimum of 3 hours per week of intensive mentoring support
- Ensure mentoring relationships are prioritised and sustained
- Maintain a consistent, high-quality mentoring approach focused skill development, resilience building, and connection to positive supports

Custody & Post-Release Support

- Participate in:
 - Weekly Visit Beyond Visits at Brisbane Youth Detention Centres
 - Video conferencing and phone contact with young people in custody as required
- Support families to attend visits where possible.
- Deliver intensive post-release support, including:
 - Weekly feedback to the care team involvement for the first 5 weeks post-release
 - Ongoing participation in care team meetings as directed by Youth Justice
- Provide court support to young people and their families as required
- Transport young people from Brisbane Youth Detention Centres as required

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- Provide individual after hours support to young people and their families as required

Stakeholder Engagement

- Maintain strong working relationships with:
 - Cherbourg Youth Justice
 - Community service providers
 - Families and kinship networks
- Actively contribute to multi-agency care team meetings
- Support collaborative decision-making processes for young people

Mentoring Approach

- Deliver mentoring that:
 - Builds life skills, emotional wellbeing, and resilience
 - Strengthens protective factors and reduces risk behaviours
 - Incorporates cultural connection, including engagement with Elders where appropriate
 - Involves parents/guardians to strengthen family relationships and support positive decision-making
- Integrate mentoring into structured activities and broader support services

Compliance Monitoring & Reporting

- Monitor young person engagement and compliance with program requirements
- Report all non-compliance to the Team Leader and Senior Youth Workers within 24 hours
- Ensure accurate and timely documentation of all contact, support, and outcomes

Data Management & Administration

- Maintain accurate records in the SRS data management system:
 - Record all case notes and updates within 24 hours
 - Document care team participation and contact attempts
- Complete a minimum of:
 - 25 hours per week of client work, casework, or program delivery
- Complete Connections Intake day as required

Program Development

- Develop and deliver a minimum of 2 group programs and/or activities per week that meet the needs of young people across the South Burnett, including some after-hours activities
- Develop and deliver a minimum of 3 group activities per week during the school holiday period
- Develop and deliver 1 cultural camp per quarter
- Complete risk assessments when developing programs/activities for approval
- Complete an assessment after each program/activity to ensure strategies for continuous improvement are identified and implemented as required
- Ensure all programs/activities are accurately recorded in the SRS database within 24 hours

Provide To and Receive Support from the Connections Team Leader

- By having regular, informal discussions in relation to your caseload and other aspects of your work and formally during monthly support and supervision meetings
- To ensure your safety in all aspects of your role and the safety of others
- To provide input into the continuous improvement of the Service's policies, procedures and associated practices

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- To identify opportunities for your professional development
- To ensure you receive regular support and supervision

The requirements outlined in this position description correspond to Level 3 of the Social, Community, Home Care and Disability Services Industry Award 2010. South Burnett CTC Inc reserves the right to offer a Level 2 position with a supported development plan to a developing Youth Worker. Progression to Level 3 classification is contingent upon meeting all requirements of the position description. This evaluation will be conducted during the interview process, taking into consideration demonstrated skills, knowledge and experience.

Additional Responsibilities of Level 4 Position

A staff member with a degree level qualification in social work or a related field can commence at Level 4.

For other staff, reclassification to Level 4 may be considered for staff who have consistently met all requirements of the position description for 4 or more years. A Level 4 staff member will:

- Be an experienced, specialist worker and hold a relevant qualification in a field relevant to the position
- Maintain expertise on all aspects of the programs within the Transitions Team and provide advice to other staff (intake and programs) around these
- Support the Team Leader by providing support and mentoring to other members of the team as required
- Support staff towards timely end of the month reporting
- Support the Team Leader in their duties as required

Attributes required to meet the Responsibilities of the Position

Qualifications & Industry Experience

- Qualification in Youth Work, Community Services, or similar and relevant industry experience
- Demonstrated skills in engaging young people
- Experience in working with complex issues such as homelessness, alcohol and drug addictions, and mental health
- Ability to use a variety of tools to engage with and deliver culturally appropriate individual and group case management support to Aboriginal and Torres Strait Islander families and young people connected to the Cherbourg community
- Ability to respond in a culturally sensitive way to client and community needs, uphold cultural protocols, and maintain community support
- Established networks with other government and non-government organisations delivering support services to young people in the South Burnett
- Experience in the development and delivery of targeted programs and activities to young people in the South Burnett
- Experience in compiling case notes and support/case plans
- Demonstrated understanding of personal and professional boundaries
- Commitment to respecting the privacy and confidentiality of all stakeholders

Screening & Licences

- Working with Children Blue Card
- NDIS Worker Screening Check

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- Queensland Open Driver's Licence
- First Aid and CPR certificates
- Bronze Medallion Certificates or ability to acquire
- Ability to meet and maintain any other current or future legislative benchmark requirements and government or organisation mandates

Cultural Awareness

- Ability to uphold the principles and practices outlined in CTC's Cultural Working Document
- Ability to respond in a culturally sensitive way to all stakeholders of the service
- Ability to uphold cultural protocols and maintain community support

Time Management and Accountability

- Time management and IT competency to ensure all assessments, case notes, home visits, training, departmental meetings and other responsibilities/deadlines are met and to ensure that client files are kept up to date within the required timeframe on a data capture system

Availability and Flexibility

- Flexibility to adjust hours when required to meet the support needs of clients at short notice
- Availability to deliver programs outside of working hours as required

Responsibilities as a CTC Staff Member

- Have knowledge and understanding of the organisation's purpose, vision and values and contribute to the success of the organisation in its entirety
- Actively uphold the Child Safe Standards and embrace the Universal Principle in all interactions, decisions and work practices
- Be an effective member of the Community Services Team as well as all other CTC Teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties
- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required
- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/Acts/Guidelines and other documents/standards including the:
 - CTC Staff Code of Conduct
 - CTC Code of Conduct for Working with Children and Young People
 - Human Services Quality Standards
 - NDIS Practice Standards
 - Qld Human Rights Act
 - NDIS Code of Conduct

Performance Support and Reviews

- Regular 1:1 supervision with the Connections Team Leader
- Periodic external supervision
- Performance will be reviewed within an initial 6 month probation period and then on an annual basis according to the details of this and any revised position descriptions.

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Confirmation of Understanding and Agreement with the Position Description
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I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- that more detailed responsibilities and duties will be discussed in line with the requirements of the organisation and broadly consistent with the role
- as currently outlined in Clause 25.1(b) of the SCHADS Award, ordinary hours in Clause 25.1(a) of the award will be worked up to 10 hours per shift

Staff Member Name: _____

Staff Member Signature: _____ Date: __/__/__