

Intensive Support Worker

Youth Justice Community Support Service

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	Intensive Support Worker
PROGRAM:	Youth Justice Community Support Service
LOCATION:	Melbourne Metropolitan and surrounding suburbs
REPORTING RELATIONSHIPS:	This position reports directly to Coordinator South East
EFFECTIVE DATE:	August 2026

Position Purpose |

- To work as part of an integrated team providing intensive support and/or supported referral to young people involved with Youth Justice
- To provide intensive support, including after-hours, to young people and their families
- To ensure young people referred to the program are; linked to family, community and culture, have pathways to economic participation and have access to a range of supports and services in relation to health, housing and developmental needs |

Program Purpose

Justice Programs

Provide holistic support service for people involved in the justice system or who are exiting adult prisons and/or Youth Justice centres. Those referred are generally assessed as high risk/need, with limited social and family networks, limited accommodation and post release support options and experiencing multiple and complex health problems. Staff deliver quality programs in a manner that reflects the social justice principles of participation, equity, access and respect. Services include: intensive outreach support, case management, supported accommodation, recreation programs, employment/training programs and mentoring. Our adult and youth justice teams contribute to regional and state-wide advisory forums and networks, and assist in a more comprehensive approach to justice through partnerships with Government agencies and other service providers, as well as to legislation, policy development and advocacy.

Youth Justice Community Support Service

The YJCSS is an integrated approach to the provision of intensive support and services to Youth Justice Clients to complement the statutory case management undertaken by Youth Justice Units. This service model has been developed recognising that Youth Justice Clients present with a range of complex and varied needs that require an individualised service response. The YJCSS aims to; reduce the rate, severity, and frequency of offending behavior, to enable effective transition of young people from intensive tertiary services to their community and to develop their capacity for economic participation and engagement in education, training and employment.

Note: This service operates over 7 days between the hours of 8.00 am and 10.30 pm however this position is in the YJCSS day team which operates 9-5 Monday to Friday, with some occasional after-hours work required to meet participant needs.

Duties of the position |

- To provide intensive support, case management and outreach services to young people referred by Youth Justice.
- To engage and build a positive rapport with young people, undertake assessments, develop and review a case plan and participate in the ongoing monitoring of cases via supervision and regular team meetings
- To work towards outcomes for young people across nine key domains

- To develop and maintain appropriate networks and resources to enable the referral of young people to broader community services.
- To maintain appropriate files, records and statistics to facilitate good case management and accountability
- Compliance with relevant legislation |

Key Selection Criteria |

1. Tertiary qualification/s and/or relevant experience in field
2. Demonstrated skills and experience in working effectively with young people experiencing substance misuse, homelessness, mental health concerns, violent or aggressive behaviours and other complex problems that may result in offending behavior
3. Experience in, and/or knowledge of, the Youth Justice and Adult Justice system, relevant legislation, processes and procedures and the ability to establish, and maintain positive and productive working arrangements with a range of stakeholders; both Government and non-Government
4. A practice framework that is evidence based, along with a sound knowledge of service responses and interventions that impact positively on a young person's development
5. Capacity to work flexible hours which may include after-hours, in accordance with the hours of operation of the service (currently 8.00 am to 10.30 p.m.) and capacity to work across Metropolitan Melbourne as required
6. Ability to conduct oneself and undertake role responsibilities in a way which reflects and upholds the organisation's identity and ethos (as encapsulated in our purpose, vision, mission and values).
7. Capacity to engage in reflective processes that are aimed at strengthening and deepening a collective commitment to the organisation's identity and ethos. |

Key Performance Indicators |

- Young people referred to the program must be contacted by the YJCSS within 5 working days from receipt of referral
- A YJCSS case plan must be completed within 20 working days from first contact with the young person
- A review of the YJCSS case plan must be completed within 90 days of the initial case plan
- All required data must be completed in a timely manner including; case notes and data entry on JeSS system and Baseline and Outcomes Scores for each young person
- Caseload in line with regional annual targets |

Key responsibilities of Jesuit Social Services Employees

Our organisational identity and ethos

The work of Jesuit Social Services is informed by Catholic Social Teaching and our Jesuit tradition of respecting the preciousness of each human being, walking with the disregarded, and caring for the earth.

All employees are responsible for:

- Demonstrating an understanding of, and a capacity to uphold Jesuit Social Services' organisational identity and ethos (as encapsulated in our purpose, vision, mission and values) in the execution of their role responsibilities.

Service delivery/ Practice Framework (program delivery roles)

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

Team work and supervision (program delivery)

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check

- Valid and current Australian Drivers Licence
- Proof of eligibility to work in Australia

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Ecological Justice

Jesuit Social Services is committed to ecological justice, which is the intersection of social and environmental justice. We strive to protect, nurture and restore healthy and equitable relationships between people, place and planet which, when damaged, lead to disadvantage, poverty, inequality, prejudice, and exclusion. This commitment is embedded in our organisational culture, program practice, advocacy and our business processes.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

Date: _____

Position Description Approved by:
General Manager Youth Justice

Position Description Review Date:
06/07/2027