

# Position Description Template



|                       |                                                |                              |                               |
|-----------------------|------------------------------------------------|------------------------------|-------------------------------|
| <b>Title of Role:</b> | Youth and Family Worker                        | <b>Incumbent:</b>            |                               |
| <b>Business Unit:</b> | Youth Support Service (YSS) – Crime Prevention | <b>Type of Appointment:</b>  | Fixed Term until 30 June 2027 |
| <b>Division:</b>      | Operations - Community                         | <b>Position Number:</b>      | TBC                           |
| <b>Award Type</b>     | SCHCADS                                        | <b>Classification Level:</b> | 5                             |

## 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

An integral aspect of the role is to provide interventions that targets young people aged 10 – 17, who have recently been in contact with police and could be at risk of entering the Youth Justice system. The YSS provides support from a family inclusive lens and works in an outreach capacity with young people and their families. It is a dynamic role that incorporates general youth work as well as potential family meetings and informal mediation. Therefore, some afterhours work will be required to meet the needs of young people and families.

## Reporting relationship

|                             |                                         |
|-----------------------------|-----------------------------------------|
| <b>This role reports to</b> | Team Manager and/or Senior Practitioner |
|-----------------------------|-----------------------------------------|

|                       |                                  |
|-----------------------|----------------------------------|
| <b>Direct reports</b> | This role has no direct reports. |
|-----------------------|----------------------------------|

## Key working relationships / interactions

|                 |                                                             |
|-----------------|-------------------------------------------------------------|
| <b>External</b> | <b>Within YSAS</b> [ <i>beyond immediate team members</i> ] |
|-----------------|-------------------------------------------------------------|

|                 |                                        |
|-----------------|----------------------------------------|
| Victoria Police | Embedded Youth Outreach Program (EYOP) |
|-----------------|----------------------------------------|

|                                         |       |
|-----------------------------------------|-------|
| Children's Court Youth Diversion (CCYD) | Pivot |
|-----------------------------------------|-------|

|                                                        |                             |
|--------------------------------------------------------|-----------------------------|
| Youth Referral and Independent Persons Program (YRIPP) | Other regional YSS programs |
|--------------------------------------------------------|-----------------------------|

## 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.

Version: 3.0

Approved by: General Manager, Human Resources

Date approved: 15<sup>th</sup> May 2023

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| Key Responsibilities          | Accountability / Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Performance Indicator/ Measurement                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service Delivery</b>       | <ul style="list-style-type: none"> <li>Manage a case load of 10 - 12 clients and maintain YSAS' espoused service delivery response and organisational culture.</li> <li>Have attention to detail in ensuring the case-notes are up to date and of acceptable standard as per YSAS's Model of Care</li> <li>Ensure that client's progress is continuously kept in view as part of overall care</li> <li>Undertake service delivery to ensure a developmentally appropriate and responsive service for vulnerable young people aged 10 to 18 years.</li> <li>Work in a family inclusive manner, where appropriate including family in conducting assessments and developing support plans.</li> <li>Work according to YSAS' Model of Care requirements to ensure client outcomes are met</li> <li>Implement a range of modalities including but not limited to: brief interventions, intensive individual casework, group work and family work.</li> <li>Undertake intake duties and any other program requirements as directed by management</li> <li>Undertake community development activities that build strong working relationships with our community partners.</li> <li>Advocate on behalf of young people, in particular with stakeholders within the justice sector.</li> <li>Model appropriate behaviour and facilitate positive communication between young people.</li> <li>Ensure cultural awareness and appropriateness is demonstrated and applied where relevant</li> </ul> | <ul style="list-style-type: none"> <li>Provide support to a caseload of young people using the case management framework</li> <li>Promote a safe and friendly environment in order to facilitate the communication between young people.</li> <li>Support the development and maintenance of family relationships</li> <li>Professional relationships are maintained with internal and external stakeholders</li> </ul> |
| <b>Consultancy and Advice</b> | <ul style="list-style-type: none"> <li>Contribute to the development and maintenance of an innovative service delivery model for young people (from the target population).</li> <li>Developing linkages with referral services.</li> <li>Where possible, include young people in the evaluation of the service.</li> <li>Collaborate with other support services and community-based activities to integrate support and provide optimal service provision.</li> <li>Contribute to continuous quality improvement in relation to service delivery.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>Commitment to the best interests of young people</li> <li>Meet program targets for completed episodes of care/case closures</li> <li>Provision of a quality service to young people</li> </ul>                                                                                                                                                                                   |

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| Key Responsibilities                                        | Accountability / Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Performance Indicator/ Measurement                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>System Management</b>                                    | <ul style="list-style-type: none"> <li>Ensure all administration is up to date including data recording, case notes, client support plans, caseload tracker and intake and assessment forms.</li> <li>All Flexible Funding Pool and financial accountability processes are known and adhered to.</li> <li>Ensure incident reports are timely and meet organizational procedures.</li> <li>Participate in regular supervision with relevant Senior Practitioner and/or Team Manager</li> <li>Ensure OHS issues are recognised and acted upon.</li> <li>Where required, provide written documentation at regular intervals regarding the progress of key objectives identified for this program.</li> </ul>                                                          | <ul style="list-style-type: none"> <li>Ensure quality improvement is adhered to in line with YSAS procedures.</li> <li>Ensure effective service is delivered and referral pathways are specific to the target group.</li> </ul>                                                                                                                                                                                       |
| <b>Stakeholder Engagement</b>                               | <ul style="list-style-type: none"> <li>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.</li> <li>Develop and establish collaborative relationships with key stakeholders with a focus on CALD, Aboriginal and Torres Strait Islander, Maori, Pasifika, African, LGBTIQ+ to enhance service co-ordination.</li> <li>Provide secondary consultation to internal and external services.</li> <li>Attend relevant network meetings as requested.</li> <li>Demonstrate professional and ethical communication with all networks.</li> <li>Articulate YSAS relationships-based approach with relevant stakeholders.</li> </ul> | <ul style="list-style-type: none"> <li>Develop collaborative partnerships with relevant stakeholders.</li> <li>Develop and maintain formal/informal networks in order to achieve goals.</li> <li>Attend network meetings in order to maintain positive relationships</li> <li>Represent YSAS ethically and professionally on every occasion</li> <li>Develop an understanding of YSAS practice frameworks.</li> </ul> |
| <b>Continuous improvement, collaboration &amp; teamwork</b> | <ul style="list-style-type: none"> <li>Undertake improvements to deliver on YSAS's strategy, ensuring alignment of policies, practices and systems to the organisational strategy.</li> <li>Actively contribute to continuous quality improvements in service delivery/business support in collaboration with others.</li> <li>Undertake any other reasonable tasks as directed by the Manager</li> </ul>                                                                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>Regular review of work processes</li> <li>Quality and strength of collaborative work across teams and functions</li> <li>New processes and initiatives introduced</li> </ul>                                                                                                                                                                                                   |
| <b>Compliance</b>                                           | <ul style="list-style-type: none"> <li>Ensure knowledge of all relevant YSAS policies, procedures, guidelines and work methods is actively implemented and maintained</li> <li>Complete all mandatory and scheduled training as requested</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>Work activities comply with relevant legislation, YSAS policies and operating quality standards</li> <li>Mandated and scheduled training up to date</li> </ul>                                                                                                                                                                                                                 |

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| Key Responsibilities                  | Accountability / Activity                                                                                                                                                                                                                                                                                                                                                                                                                    | Performance Indicator/ Measurement                                                                                                                                                                                                                                            |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Workplace safety and wellbeing</b> | <ul style="list-style-type: none"> <li>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</li> <li>Understand responsibilities and accountabilities of yourself and others in accordance with safety legislation and YSAS policies</li> <li>Promote and maintain a safe wellbeing culture and working environment within your area</li> </ul> | <ul style="list-style-type: none"> <li>Role model safe work practices at all times</li> <li>Actively support and promote safety and wellbeing</li> <li>Work methods modified as risks identified and incidents, accidents and hazards reported as soon as possible</li> </ul> |

## Person specification *[selection criteria]*

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

- Relevant 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 2 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, Maori, Pasifika, African, LGBTIQ+ is highly regarded.

### 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

### 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

## 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:

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## Employment at YSAS

- Working with Children's Check (WWCC)
- Satisfactory National Police Check (NPC)
- Any required professional registrations (e.g. AHPRA, CPA, AHRI)
- Driver's licence
- 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

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)

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(Date)

Acknowledged by line  
manager

/ /

-----  
(Print name)

-----  
(Signature & title)

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(Date)

## Job and Person Specification Approval

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