



Position description

Title of the role:	Residential Youth Worker
Classification:	SCHADS Level 2
Schedule	B
Program Area:	Youth Care Program Queensland
Reports to:	Team Leader
Last Revised:	May 2026

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds are encouraged to apply.

Our Values

Honesty:

- We are open and sincere in all interaction
- We show care and consideration to all our stakeholders
- We take responsibility for our actions

Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

Participation:

- We promote participation and transform lives and communities
- We value the expertise and contribution of everyone we work with
- We build knowledge and lead conversations

Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice



Position Summary

Wellways offers high-quality out of home care and support services for young people within Child Safety guidelines.

Working under the leadership and guidance of the Youth Care Program Manager and supervised by the Team Leaders, Youth Workers provide trauma informed care and support for young people with high and complex needs in out of home care. This care is delivered in strict alignment with Wellways Child Safety Principles and Pathway as well as in adherence to the standards set by the Queensland Department of Child Safety, ensuring that all services meet both organisational and regulatory requirements. Support is delivered in line with the care plan and budget endorsed by the Department.

Specific accountabilities of the role include:

- Deliver trauma informed, family sensitive and culturally competent care that reflects Wellways Child Safety Practice Principles and Pathway and meet the child safe standards.
- Proactive engagement in reflective practice and supervision including completing all mandatory training requirements as per the Wellways Youth Care Program Training Schedule.
- Must have or be working towards a relevant accredited qualification. If working towards a qualification, must be proactive in meeting the completion date as outlined by the learning institute.
- Work with young people on the development and implementation of care/support, cultural and transition plans.
- Work collaboratively with young people and their families, supporting the right to self-determination.
- Work collaboratively with partners in care, including the Department, health professionals and service providers.
- Provide direct support to young people in the program, in line with individual plans and Wellways Youth Care Program Practice Principles and Pathway.
- Maintain young peoples' records and House folders and complete all shift related compliance documentation in line with Wellways policy and procedures.
- Report all incidents and complaints and respond appropriately, using trauma informed principles and working in line with the agreed care plan and Wellways policy and procedures.
- Contribute to maintaining all premises in line with Wellways standards and licensing requirements.
- Liaise with Administration Support Officer as required.

Refer to Attachment 1 for a reference to the overall structure

Responsibilities

Key Functions	Key Performance Indicators
Deliver high quality services for young people	• Provide high quality out of home care services adhering to safety and wellbeing guidelines ensuring the physical, emotional and educational needs of the young people are met consistently and compassionately. •

	• Work in collaboration with your team and Team Leader to support and guide young people to achieve their goals outlined in their cultural and transitional plans. • Address specific needs and provide tailored support to the young people in line with their individual care plan and the young people's goals which may include; social, recreational, transport, education, personal care or attending appointments and within budget guidelines • Serve as an active advocate for young people's rights and needs within the community and care settings. Represent their interests in planning meetings, care reviews, and when interacting with other service providers or stakeholders. • Ensure all out of home care services are delivered in line with Program Principles and Pathways and meet all departmental quality standards. • Contribute to a culture of continual quality improvement and actively participate in practice reflection and learning. • Apply trauma-informed care approaches in all interactions with young people. This includes understanding the effects of trauma on behavior and development, creating a safe environment, and fostering trust and empowerment in the care relationship. • Uphold mandatory reporting requirements and to report any suspicions or evidence of harm or risk to children or young people.
Work as an effective Team Member Working as an active member of the Out of Home Care team, contributing to the achievement of program goals and the application of best practice frameworks	• Operate as part of a regional Youth Care Program team based on an ethos of collaboration and co-operation and mutual support and respect • Contribute to the creation of an environment based on shared accountability and effective knowledge sharing • Operate according to Wellways values and behaviours and champion Wellways Practice Principles and Program Pathways within the Youth Care Program • Actively contribute to program/House meetings and service planning, case management / case coordination sessions where required • Be accountable for maintaining expenditure withing agreed budget guidelines, and seek approval for any spending outside of guidelines
Maintain Quality Maintain a high level of program quality and drive continuous improvement within the Out of Home Care program	• Maintain young peoples' records and House folders appropriately and complete all shift related compliance documentation in line with Wellways policies and procedures, and within specified timeframes. • Report all incidents and complaints in line with Wellways policies and procedures and within specified time frames • Maintain safe work practices and nurture a safe and healthy environment in accordance with occupational health and safety policies and legislation • Maintain all relevant registrations and compliances • Monitor and administer medication in line with Wellways Youth Care Program Medication Work Instruction. • Being proactive in attaining any required qualifications within the agreed timeframe set by the learning institute

	• Actively engage in processes of reflection and attend supervision at a minimum of monthly, either face to face or by other means in accordance with Wellways Supervision policy • Proactively engage in and complete mandatory training requirements in line with the Youth Care Program Training Schedule • Support the ongoing development of quality systems and standards and research and evaluation activities to support enhanced program delivery
Organisational Alignment Work with key stakeholders to achieve organisational and Out of Home Care program goals and practice principles	• Use established organisational systems and processes in line with Wellways policies and procedures • Support the reputation of Wellways as a preferred provider by contributing to high quality service delivery and by operating in line with Wellways values and Code of Conduct • Foster effective communication and maintain positive relationships with internal and external stakeholders • Continuously engage in consultation and collaboration with young people, their families and kin to ensure their involvement and input in care decisions. • Support the capacity of Wellways to report on and publish Out of Home Care service / program outcomes and innovations

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Certificate IV in relevant accredited course, (either completed or enrolled) • Completed Hope and Healing training • NDIS (National Disability Insurance Scheme) Worker Orientation Module Certificate is mandatory prior to commencement: https://www.ndiscommission.gov.au/workers/support-for-workers/training-course • Current Driver's Licence and the ability to undertake regular travel • Satisfactory Police Records Check • Working with Children's Check - Blue Card • NDIS Workers Screening Check/Yellow Card • Child Safety and Personal History Screening Check (Licensed Care Service) • Current First Aid certificate (or willingness to obtain one) • Right to work within Australia • Available to participate in out of hours activities, as required, to deliver on key role requirements and outcomes Desirable: • Bachelor's degree or Diploma in relevant accredited course.
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Technical Knowledge and Experience	Required: • Knowledge and capability to work with young people in out of home care • An ability to establish and maintain effective partnerships including liaison, mediation, negotiation and consultation with various stakeholders including clinical services and other service providers • An ability to provide culturally competent services appropriate to the needs of people from diverse backgrounds, including people from CALD, LGBTIQ+ and Indigenous backgrounds • Commitment to continuous improvement and evidence-based practice
Skills	Communication • Effective communication skills with people from a variety of backgrounds, including people from CALD and indigenous backgrounds. • Effective written communication, including the ability to maintain objectivity when writing reports • Well-developed verbal and non-verbal communication skills, particularly in relation to engaging young people in their care plan • Ability to resolve communication issues in an appropriate manner. Interpersonal • Strong skills in developing and maintaining relationships with young people and staff • Demonstrates empathy and treats all people with dignity and respect. • Able to work in partnership with young people and their families and kin, as well as other members of staff and external stakeholders such as clinicians • Able to advocate effectively for young people, their families and kin, based on their choices. Physical Capability • The ability to provide lifting, turning and transferring of young people • The ability to provide personal care sensitively and professionally such as bathing, showering, pressure and dressing care. Organising and planning Able to prioritise competing demands within rostered shifts Self-Management • Understanding of, and adherence to, professional ethics and boundaries. • Demonstrates self-reflective practice, able to identify areas for further professional or personal development, as well as actively participating in regular supervision. • Capacity to manage self, including behaving in a professional manner and proactively seeking help when needed Computer • Competent in Microsoft Office Suite • Ability to use or learn new systems where required

Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: 0

Travel Percentage: The use of the company vehicle is the preferred method. Where it is required, a Residential Youth Worker may be required on occasion to use their private vehicle for work purposes. Usage will be reimbursed at the standard mileage rate

On Call: n/a

Attachment 1

