

Team	Next Step Plus
Location	Slacks Creek based with remote work required across Logan, Redlands and Beaudesert
Classification Level	5.1
Reports to	Program Manager – Next Step Plus

Your Story. Our Commitment.

At YFS, our teams show up every day, listening deeply and responding with care. People feel seen, heard, and genuinely supported because our staff bring unwavering commitment, walking alongside them to honour their stories and help shape their futures.

Our Values



Excellence – We don't just deliver services – we create meaningful impact



Integrity – We act with honesty, transparency and respect



Optimism – We see possibility where others see barriers



Steadfastness – We walk alongside our communities with determination, grit, and care



Courage – We challenge systems, policies, and practices that create inequity

YFS has a long history of working with and empowering First Nations peoples.

The YFS Cultural Framework sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive.

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary Purpose

The Youth Development Coach will join a multi-disciplinary team to back young people in out of home care to transition successfully to independent adult life. The Youth Development Coach will partner with Child Safety Officers to support young people in care to plan and gain the skills and support they need. The Youth Development Coach will also provide additional support if it's needed for these young people until they are 25.

Each Youth Development Coach will work with a caseload of young people in Logan, Beaudesert and Redlands as needed. They will deliver planning, coaching and case management services that achieve strong outcomes for young people, responding to each young person's aspirations, strengths and circumstances.

Key accountabilities

Service delivery

- Work with Child Safety staff to support young people in care aged 15+ to develop a transition plan and gain the skills and support they need, including resourcing a natural mentor where one is identified.
- Provide responsive, flexible case management and crisis response services for young people after they have left out of home care to help them resolve issues and achieve their goals.
- Undertake check-ins with clients to ensure they are on track.
- Liaise with other stakeholders' services to link clients to the supports and resources they need for participation and independence.

External relationships

- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients, and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.

Leadership and values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.

Teamwork and collaboration

- Contribute to developing a cohesive team by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.
- Work across the team to ensure coverage of all clients in all areas, and share expertise with other team members to provide the best possible services for young people.

Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of safeguarding children and vulnerable adults. YFS Ltd. has a zero tolerance of physical and sexual abuse, including grooming behaviours, and all allegations and safety concerns will be treated very seriously and consistently as per our Safeguarding Framework, policies, procedures and legal duties.

Problem solving and decision making

- Identify and resolve problems and contribute to improving working processes and procedures to improve service delivery to clients.

Administration

- Enter data, maintain records and complete documents in line with YFS document management and record keeping procedures.

Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience.
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential.

Knowledge and experience specific to the role

- Proven extensive experience in person centred case management or coaching service delivery with young people with complex needs. Experience in housing, mental health, drug and alcohol and/or child safety fields will be highly regarded.
- Demonstrated knowledge and understanding of the factors contributing to young people succeeding and failing to succeed in the transition from out of home care to independent adult life.
- In-depth understanding of the impacts of trauma, and strategies to work effectively with young people in this context.
- Well-developed interpersonal communication skills to engage with a range of people (e.g. young people and families, Child Safety staff, education providers, community practitioners and specialist clinicians) including people from diverse cultural and socio-economic backgrounds.
- The ability to let young people take the lead in articulating their goals, strengths and aspirations, and then supporting young people to achieve these.
- Teamwork skills with the ability to contribute to a productive and harmonious team environment and to share expertise.
- Effective written communication skills to write correspondence and prepare short reports.
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively, and to manage competing demands and priorities.
- Refer to the level 5 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements

- Work out of hours when required to respond to client needs.
- Work remotely across a large region as required.
- Current Queensland C Class driver licence.
- Current First Aid Certificate, or ability to obtain.
- Current Positive Notice Blue Card.
- Current National Police Check.

Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.