

Title of Role:	Senior Practitioner	Type of Appointment:	Fixed term
Business Unit:	AOD Outreach	Position Number:	
Division:	West	Classification Level:	6
Program Name:	Reach Out & AOD Outreach	Award Type	SCHCADS

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 need 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.

At YSAS we are committed to people of a diversity of backgrounds and identities being included, represented, and having the opportunity to participate equally in the life of our organisation and the communities in which we provide our services. We strive to create the conditions where people feel safe, enfranchised and valued. We value lived-living experience wisdom, insight, and knowledge.

Position Purpose

The Senior Practitioner is a member of the Sunshine Leadership team. The position will undertake direct service activities, crisis intervention, assessment, case management services and provide ongoing support to minimise the harm of drug use to young people within the Reach Out Program. The role will hold a case load of young people primarily those living in out of home care residential homes; adolescent community placements and secure welfare services along with young people who have a history of out of home care or child protection involvement.

This role will also be called upon on to provide specialist secondary consultation to Child Protection case planning processes, and consistent attendance at the High-Risk Youth Panel and Transition to Adulthood Planning meetings facilitated by the Department of Families Fairness and Housing.

Additionally, the Senior Practitioner will provide oversight and support to the Western AOD Outreach Team alongside the AOD Outreach Team Leader. The role will require working independently across a range of areas with support from the Community Programs Manager and AOD Outreach Team Leader.

Reporting relationship

This role reports to	Community Manager
Direct reports	2-4

Key working relationships / interactions

External	Within YSAS [beyond immediate team members]
DFFH staff including Child Protection	Other YSAS programs and staff
DOJ staff including Youth Justice	YSAS Residential Withdrawal and Rehabilitation Programs
Out of home care services	Out of Home Care Staff Organisationally

Secure Welfare	YSAS AOD Outreach teams
Child and Family Services	
Other Youth Organisation	

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.

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Service Delivery	- Undertake planning, implementation and evaluation of programs, and ensure that target requirements are met. - Contribute to report writing and/or funding applications where appropriate. - Guide staff with incident reporting and analysis. - Undertake periodic audits of client files and records with staff. - Provision of a developmentally appropriate and responsive service to vulnerable young people from communities in the Western region of Melbourne specifically young people involved with child protection, residing in out of home care or transitioning out of care. - Undertake outreach to initiate and maintain contact with young people at risk of disengagement from services and community. - Implement a range of modalities including but not limited to intensive individual casework, group work, family work, out postings, street outreach, collaboration and care planning. - Advocate on behalf of young people in the target population and in consultation with other key stakeholders. - Provision of support and information to young people, their families or services who provide support to young people and their families about drugs and alcohol which is consistent with a harm minimisation perspective. - Support and encourage young people to develop links with other services and/or communities. - Model appropriate behaviour and facilitate positive communication between young people. - Conduct comprehensive forensic assessments as required. - Write reports including for forensic services as required. - Participate in the intake and referral duty rosters as required and assist the leadership team with coordinating the systems for intake and duty.	- Program targets and reporting requirements are met within agreed timeframes. - Service delivery is consistent with funding guidelines and best practice. - Client work is documented to required standards, including assessments, plans, referrals, reports and outcomes. - Young people receive coordinated, responsive and harm-minimisation focused support. - High quality service provision is delivered to programs within remit - Collaboration occurs with the broader Western AOD outreach team and leadership team - Maintain a case load of clients from the target group with a brief intervention/linkage focus

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Consultancy and Advice	- Contribute to the development and maintenance of an innovative service delivery model for young people involved or living in Out of Home Care. - Develop and manage linkages with referral services. - Provide specialist secondary consultation to Child Protection Practitioners and staff working in out of home care services. - Attendance at Western High Risk Youth Panel and Transition to Adulthood meetings. - Where possible, include young people in the evaluation of the service. - Collaborate with other support services and community based activities to integrate support and provide optimal service provision.	- Secondary consultations are timely, relevant and documented where required. - Required panels and planning meetings are attended, with actions recorded and followed up. - Referral pathways and service linkages remain current, appropriate and accessible. - Young person and stakeholder feedback is considered in service development where appropriate.
System Management	- Work with Manager and Team Leader to coordinate the implementation and utilisation of the YSAS Model of Care for the site including ensuring all relevant processes, documentation and data recording is completed; and client reports and intervention plans are known and adhered to. - Ensure quality improvement is adhered to in line with YSAS procedures. - Ensure client files and database are up to date, accurate and meet both organisational and legislative requirements. - Ensure incident reports are timely and meet organisational procedures. - Ensure OHS issues are recognised and acted upon. - Facilitate access to the YSAS Residential services and ensure continuity of care for young people.	- Core systems, records and reporting processes are accurate, current and consistently used. - Quality, OHS and incident requirements are completed and escalated appropriately. - Staff receive the support required to apply systems, procedures and practice frameworks. - Residential access processes support continuity and quality of care.

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Management and Leadership	• Provide operational and practice supervision to Youth AOD Outreach staff. • Ensure that staff provide a high quality of service delivery through clear direction of YSAS program objectives and mentorship. • Motivate and support staff and model skills such as problem solving and conflict resolution. • Provide subject matter expertise to Outreach Workers and secondary consultation to team members and partner organisations on complex clients and cases. • Identify current issues and trends relating to Youth AOD issues and assess the potential application of new developments in the field. • Participate in and contribute to site Leadership team meetings and activities, including group case reviews, reflective practice and team planning processes. • Participate in regular supervision with Manager. • Coordinate, facilitate and support the regular presentation of cases for peer review by all workers delivering AOD.	• Supervision, mentoring and feedback are provided regularly and documented. • Staff practice aligns with program objectives, service quality expectations and YSAS values. • Complex client matters receive timely advice, review and escalation where required. • Leadership contributions support planning, reporting and continuous improvement.
Stakeholder Engagement	• Build and maintain effective working relationships with key external stakeholders, including DFFH, Child Protection, Youth Justice, out of home care providers, secure welfare services, housing providers and other youth services, to support coordinated service responses for young people. • Represent YSAS professionally at relevant stakeholder meetings, panels and planning forums, ensuring information is shared appropriately and follow-up actions are completed. • Promote referral pathways, service access and collaborative care planning for young people connected into the Western AOD outreach programs.	• Stakeholder relationships support timely referrals, coordinated care and service access. • Stakeholder communication is professional, responsive and documented where required. • Meeting attendance and follow-up actions contribute to effective service coordination.

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Continuous improvement, collaboration & teamwork	- Undertake improvements to deliver on YSAS's strategy, ensuring alignment of policies, practices and systems to the organisational strategy. - Actively contribute to continuous quality improvements in service delivery/business support in collaboration with others. - Undertake any other reasonable tasks as directed by the Manager - To actively take on managers feedback from time to time	- Regular review of work processes - Quality and strength of collaborative work across teams and functions - New processes and initiatives introduced
Compliance	- Ensure knowledge of all relevant YSAS policies, procedures, guidelines and work methods is actively implemented and maintained - Complete all mandatory and scheduled training as requested	- Work activities comply with relevant legislation, YSAS policies and operating quality standards - Mandated and scheduled training up to date
Workplace safety and wellbeing	- 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 - Understand responsibilities and accountabilities of yourself and others in accordance with safety legislation and YSAS policies - Promote and maintain a safe wellbeing culture and working environment within your area	- Role model safe work practices always - Actively support and promote safety and wellbeing - Work methods modified as risks identified and incidents, accidents and hazards reported as soon as possible

Qualifications, Skills, and Experience

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

- Tertiary qualification in youth work, social work, **alcohol and other drugs**, community services, welfare or a related discipline, or demonstrated equivalent experience.
- Current Victorian driver's licence.
- Current Working with Children Check and satisfactory Nationally Coordinated Criminal History Check prior to commencement.

Qualifications, Skills, and Experience

Knowledge and experience

- Demonstrated experience, minimum three years, in youth work, alcohol and other drugs, or a youth-related discipline, including in coordinating care across multiple serve systems and supporting young people through transitions, including entry and exit from supported accommodation, treatment, child protection and other care settings.
- Significant experience in and understanding of engagement issues related to young people, including strategies to build trust, maintain connection and support young people at risk of disengagement.
- Significant experience in and understanding of mental health, drug and alcohol, and other health issues experienced by young people, with sound knowledge of harm minimisation, trauma-informed and developmentally appropriate practice, risk assessment, care planning and referral pathways.
- Experience and expertise in providing practice supervision, secondary consultation, practice guidance, mentoring and presenting cases for group peer review.
- Demonstrated ability to work collaboratively with statutory, community and specialist services to coordinate integrated responses for young people.

Skills

- Strong youth engagement, assessment, case planning and brief intervention skills, including the ability to build trust, maintain connection and respond to young people with complex needs.
- Ability to apply trauma-informed, harm minimisation and developmentally appropriate approaches in outreach, crisis response, advocacy and care coordination.
- Well-developed communication, stakeholder engagement and consultation skills, including the ability to provide clear advice, represent YSAS professionally and support effective referral pathways.
- Ability to provide practice supervision, secondary consultation, mentoring, reflective practice support and leadership in complex case discussions and group peer review.
- Strong organisational, documentation, reporting and systems skills, including the ability to manage competing priorities, maintain accurate records and contribute to quality and compliance requirements.

Personal qualities and attributes

What our young people request from our workers

- Driven by a genuine passion to support young people and their families
- Empathetic, an active listener and non-judgmental
- Ability to build an authentic human connection with young people with a holistic, flexible, and adaptable approach
- Relatable and able to build trusting relationships.

Other attributes

- A team player, able to work in a collaborative way across the organisation and with external partners
- Analytical and organised
- Operates with tact, sensitivity and 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

Key Selection Criteria

1. Demonstrated experience in assessment, treatment and care of young people experiencing alcohol and other drug concerns, including those with complex needs who may be involved with Child Protection, Out of Home Care or Youth Justice.
2. Demonstrated knowledge of adolescent development, trauma-informed AOD practice, with experience in delivering assessment, care planning, therapeutic interventions, crisis response and collaborative outreach.
3. Demonstrated ability to provide practice leadership through case consultation, mentoring, reflective practice and to support high-quality service delivery.
4. Demonstrated understanding of the complexities faced by young people involved with Child Protection, Out of Home Care, including trauma, co-occurring needs and placement instability.
5. Demonstrated understanding of youth AOD practice frameworks, with the ability to balance therapeutic engagement, risk management, professional judgement and collaborative care planning.
6. Demonstrated ability to build collaborative partnerships with Child Protection, residential care, youth justice and other community services to deliver coordinated care.
7. Highly developed communication, engagement and stakeholder management skills, with the ability to build effective relationships with young people, families, carer and professionals.

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:

- Working with Children's Check (WWCC)
- Satisfactory Nationally Coordinated Criminal History Check (NCCHC)
- Any required professional registrations (e.g. AHPRA, CPA, AHRI)
- Victoria driver's licence
- Certified 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 hour's 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)	----- (Date)

Acknowledged by line manager		/	/
	----- (Print name)	----- (Signature & title)	----- (Date)

Job and Person Specification Approval

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