

Title of Role:	Senior Practitioner- Restoring Families/KEYS AOD	Type of Appointment:	Full-Time fixed term to 30/06/2027
Business Unit:	Community AOD	Position Number:	TBA
Division:	Northwest Division	Classification Level:	6
Program Name:	Restoring Families & KEYS AOD Specialist	Award Type	SCHCADS award

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.

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-experience wisdom, insight, and knowledge.

Position Purpose

The Senior Practitioner role is a hybrid role working interchangeably across the KEYS Out of Home Care (OOHC) program and the Restoring Families program, responding flexibly to the needs, priorities and practice requirements of both programs. Across KEYS, the role provides specialist Alcohol and Other Drug (AOD) intervention, secondary consultation and harm minimisation support to young people in OOHC, their carers and broader care team members and their family.

Across Restoring Families, the role provides family-focused care coordination, therapeutic support and purposeful, relationship-based engagement with children, young people, parents and carers experiencing complex needs, including support to strengthen parenting capacity. Practice is guided by YSAS' Resilience Based Model of Care, harm minimisation principles, family-inclusive practice, strengths-based and culturally safe approaches, and DFFH-aligned principles and mandated training of building and maintaining engagement through respectful, consistent, collaborative and child-centred work with families.

Reporting relationship

This role reports to	Lead Practitioner Restoring Families
Direct reports	This role has as no direct reports.

Key working relationships / interactions

External	Within YSAS [beyond immediate team members]
Department of Families, Fairness and Housing (DFFH)	Program Managers and Senior Leadership
Department of Families, Fairness and Housing (DFFH)	Restoring Families Lead Practitioner
Anglicare & Consortium Partners	Boader YSAS programs and staff

Child Protection Practitioners, Navigators and Practice Leads.	
Community services, health, housing, education and legal providers.	

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	• Provide outreach and assertive engagement within homes, community settings, schools, residential care homes, and family environments. • Conduct across both programs' comprehensive assessments, including AOD, risk, safety, wellbeing and family-based assessment and outcome tools as directed by YSAS management. • Develop, implement and regularly review integrated care plans across both programs that are client and family centred. • Provide evidence-informed, child and family centred support to families experiencing vulnerability and child protection involvement, consistent with approved Restoring Families program models and frameworks. • Deliver AOD-informed support to young people within a harm minimisation framework across the KEYS program. • Transition planning and support for clients leaving the KEYS program. • Provide support in a family-inclusive manner that reflects evidence-based practices as directed by YSAS and DFFH. • Complete comprehensive safety planning and risk assessments, including MARAM where required, ensuring child safety and wellbeing remain central to all aspects of practice.	• Support is delivered in line with KEYS, Restoring Families and YSAS practice requirements. • Assessment, care planning and reviews are completed within agreed timeframes. • Family-inclusive practice is evident across Restoring Families and relevant KEYS work. • Risk, safety, wellbeing and engagement are monitored and escalated as required. • Services are delivered via proactive outreach and are flexible in meeting the needs of the clients and families supported. • Responsive and supported management of a caseload of clients from both the KEYS and Restoring Families programs. • All AOD support provided to young people and/or families is delivered within a harm minimisation framework.

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Stakeholder Engagement	• Develop and maintain effective partnerships with Child Protection, Youth Justice, Anglicare, and the KEYS consortia partners. • Represent YSAS professionally across networks, care teams, reviews, and sector forums. • Promote coordinated and integrated responses for vulnerable young people and families. • Develop effective working relationships with key stakeholders and other support services as required and identified across both programs. • Build positive working relationships with external service providers whilst simultaneously advocating for the needs of young people and their families within both programs. • Attend relevant sector conferences, network meetings, training and professional development activities in consultation with line manager. • Proactively establish a broad network of referral pathways to external services.	• Collaborative and positive working relationships and partnerships with relevant stakeholders, including formal and informal networks, are maintained and built on. • YSAS is represented ethically and professionally on every occasion. • Active participation in team meetings and respective program meetings is demonstrated. • Demonstrated collaboration is observed by stakeholders/manager. • Responsive communication is noted with stakeholders.

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
System Management & Compliance	• Maintain accurate client records, assessments, case notes, reports, and outcome data. • Ensure compliance and knowledge of all relevant YSAS policies, procedures, guidelines and work methods, and those of the Restoring Families and KEYS programs, are actively implemented and maintained. • Ensure compliance and knowledge of YSAS, KEYS and Restoring Families program funding and legislative requirements. • Ensure incident reports are timely and meet organisational/project procedures. • Complete all mandatory and scheduled training as requested. • Comply with the Restoring Families and KEYS programs' processes and guidelines. • Effectively manage workload, meet deadlines, and prioritise competing demands.	• Clear and structured case notes and documentation are maintained. • All cases have completed assessments, care plans and reviews within agreed timeframes. • No breach of YSAS policies, procedures or guidelines. • Targets are met in accordance with funding obligations. • All work methods are actively implemented and maintained. • Incidents are reported and managed according to policy and within approved timeframes. • All mandatory and scheduled training is completed within required timeframes.

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Consultation & Advice	- Identify and respond to training needs of Out of Home Care staff in consultation with line manager. - Provide secondary consultation to KEYS staff, Restoring Families practitioners, Child Protection, Youth Justice, and partner agencies. - Support care teams with specialist advice regarding AOD risk assessment, intervention planning, intoxication management, and harm reduction strategies. - Identify workforce development needs and facilitate training, reflective practice, and professional development sessions as required. - Engage in program evaluation and continuous improvement activities by contributing feedback, data and reflections on service delivery.	- Facilitated and/or supported two professional development sessions per year. - Periodic reports on secondary consultation and training activities are provided to line manager. - Positive feedback is received from staff and stakeholders. - Evidence that residential care staff working in the KEYS program feel better supported to manage AOD-related behaviours appropriately through timely and practical advice.
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. - Evidence support and promotion of safety and wellbeing. - All risks identified and incidents, accidents and hazards are reported as soon as possible to line manager.

Qualifications, Skills, and Experience

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

- Relevant tertiary qualification in Social Work, Youth Work, Community Services, AOD or a related discipline.
- Minimum 12 months' relevant experience in Youth AOD, family services, or working with children, young people and families.
- Current Working With Children Check.
- Current Victorian Driver's Licence.

Desirable

- **Three or more years' relevant experience** in Youth AOD, family services or family-focused practice.
- Related professional experience and/or extensive experience in a relevant field will also be considered.
- Flexibility in start and finish times to meet family and service needs.
- Current First Aid (Level 2) certificate.

Knowledge and experience

- Knowledge of child safety, risk assessment and family-focused practice, including approaches that strengthen family relationships, safety and outcomes.
- Experience working with children, young people and families experiencing complex AOD, health and psychosocial needs, including CALD communities.
- Experience engaging children, young people, parents and carers using strengths-based, trauma-informed and culturally responsive approaches.
- Knowledge of and experience working across Child Protection, Out of Home Care, Youth Justice, AOD and child and family service systems.
- Experience in assessment, case planning, case management, therapeutic intervention and care coordination.
- Understanding and application of Youth AOD interventions, harm minimisation and family-inclusive practice.
- Strong written communication skills, including assessments, reports, case notes and professional documentation.
- Proficient in electronic client management systems and relevant computer applications.

Skills

- Well organised, and able to be flexible in managing competing priorities and deadlines
- Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions
- Good judgment, able to influence others and be seen as a credible source of advice
- Demonstrated commitment to continuous improvement, reflective practice, and positive workplace culture.

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 knowledge of trauma-responsive practice, child development and family dynamics, particularly when working with vulnerable children, young people and families.
2. Demonstrated ability to identify and respond to risk, child safety concerns and family violence within statutory systems.
3. Demonstrated ability to provide integrated, trauma-informed and strengths-based AOD and therapeutic interventions to children, young people and their families experiencing complex needs.
4. Describe your experience working with Child Protection, Out of Home Care (OOHC) and other statutory related cohorts.
5. Demonstrated ability to manage competing priorities across a hybrid role, balancing direct practice, case management, stakeholder engagement, secondary consultation and program requirements across KEYS and Restoring Families.
6. Demonstrated ability to provide secondary consultation and specialist advice regarding AOD, risk and harm minimisation.

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 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)(Date)

Acknowledged by line manager

(Print name)(Signature & title)(Date)

Job and Person Specification Approval

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