

Title of Role:	Youth Outreach Worker (Dandenong)	Type of Appointment:	.8 FTE (fixed term until 15th October 2027)
Business Unit:	Dandenong	Position Number:	
Division:	Operations	Classification Level:	SCHADS 5
Program Name:	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 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 Youth AOD Outreach Worker is responsible for the provision of specialist AOD Outreach and support for clients accessing YSAS Alcohol and other Drugs services. The key responsibilities will include AOD support; Intake & Assessment; Brief Interventions; Care Planning; Case Work; Mental Health System Navigation; Motivational Interviewing and Single Session Therapy with young people aged 12 – 25 years.

The incumbent will provide developmentally appropriate care which is holistic; family inclusive; and culturally sensitive and facilitate supported referrals to other health and social services that will enhance the broad recovery outcomes for clients. Based in Dandenong the role will deliver services across the Southern and South Eastern areas of Melbourne.

Reporting relationship

This role reports to	Dandenong Community Manager
Direct reports	This role has as no direct reports.

Key working relationships / interactions

External	Within YSAS [beyond immediate team members]
DFFH	Residential Withdrawal Units
Youth Justice	Residential Rehabilitation
Corrections	YoDAA

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
Direct Service Activities	- The provision of developmentally appropriate and culturally sensitive AOD support to young people within the Southern catchments of Dandenong, Casey and Cardinia. - Undertake assertive outreach to initiate and maintain contact with young people in the target population at risk of disengagement from services and community. - Support the maintenance of family relationships. - Manage a case load of clients as directed by supervisor - Undertake a range of AOD client services including initial assessment, outreach and appropriate referrals. - Attend a range of YSAS Dandenong team meetings (e.g. case review, allocations etc.) - Advocate on behalf of young people in the target population as well as consultation with other key stakeholders.	- Participate and complete Assertive Street based outreach and Pro-social Day Program activities - Facilitate AOD Residential Withdrawal referrals to YSAS Residential Units as appropriate. - Provide support to young people using the YSAS resilience based case management framework and aligned with the YSAS Model of Care. - Complete comprehensive Youth Assessments. - Attend regular and consistent clinical and practice supervision.
Referral Networks and Pathways	- Initiate and maintain positive relationships with a broad range of stakeholders and develop options for implementing a partnership approach to the provision of service delivery. - Plan, develop and establish care pathways for young people from communities residing in Dandenong, Casey and Cardinia in line with the YSAS Model of Care and Youth AOD Outreach Guidelines - Provide information and feedback to stakeholders about the activities of the program on a regular basis. - Demonstrate professional and ethical communication. - Articulate YSAS relationships and practice approach with relevant stakeholders. - Development and implementation of a partnership with key/relevant stakeholders to facilitate pathways to education and employment for young people from emerging communities. - Attend identified network meetings relevant to the local area and client group.	- Attendance at network meetings in order to maintain positive relationships and develop strategic options to meet the objectives. - Collaborative partnerships with relevant stakeholders are developed. - Develop an understanding of YSAS practice framework and Model of Care. - Represent YSAS ethically and professionally. - Identify, build and maintain formal/informal networks that are important to achieve the goals.

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Administrative Tasks	- Ensure the client files and database are up to date, accurate and meet both organizational and legislative requirements. - Ensure incident reports are timely and meet organizational procedures. - Participate in regular supervision with the Program Team Leader. - Ensure OHS issues are recognised and acted upon. - Ensure all administration, data recording and financial accountability processes are known and adhered to. - Provide written documentation at regular intervals regarding the progress of key objectives and identified for this project.	- Complete the administrative tasks meeting the organisational procedures as requested. - Complete the progress reports as specified by the management team.
Program Development and Evaluation	- Contribute to the development and maintenance of an innovative service delivery model for young people from the identified target population. - Include young people in the evaluation of the service (where possible). - Collaborate with other support services and community based activities to integrate support and provide optimal service provision. - Developing linkages with key stakeholders. - Contribute to continuous quality improvement in relation to service delivery.	- Developed project plan outlining objectives and deliverables. - Ensure all quality improvement is adhered to YSAS procedures. - Ensure the service delivered and referral pathways are specific to the target group.
Continuous Improvement	- Contribute to continuous quality improvement in relation to service delivery. - Developing linkages with referral services - Participation in evaluation and ongoing monitoring of all programs - Include clients in the evaluation of the service where appropriate. - Collaborate with other support services and community based activities to integrate support and provide optimal service provision.	- Ensure all work complies of the relevant legislation/ regulations, YSAS' policies and procedures. - Ensure confidentiality of documentation is maintained.
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

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
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 at all times - 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:

- Relevant qualifications in AOD, Youth Work, Social Work, Community Services, Community Development or other health related qualifications and extensive experience in the field;
- A current First Aid (Level 2) certificate is desirable;
- Current Victorian Driver's Licence
- Current and ongoing successful National Police check
- Current and ongoing Working With Children Check

Knowledge and experience

- Experience in working with young people from CALD or refugee communities with specific and complex needs in an outreach capacity;
- Experience in conducting assertive outreach and group programs in a safe and responsive manner.

Skills

- Well organised but able to flex and manage 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 solution
- Good judgment, able to influence others and seen as a credible source of advice

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. Experience in working with young people from CALD or refugee communities with specific and complex needs in an outreach capacity.
2. Experience in facilitating group work activities (such as recreation / drop-in programs) with young people who are experiencing multiple and complex health and social issues.
3. Demonstrated ability to work collaboratively with stakeholders and maintain service partnerships and highly developed communication /liaison/ networking skills.
4. Ability to practice a range of interventions including: completing complex assessments, case work, care planning, advocacy, crisis intervention and collaborative outreach based service delivery.
5. Demonstrated capacity to work both independently as well as a member of a team.
6. Ability to participate in program development and evaluation, including clear and timely provision of written reports on program activities and outcomes.

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)