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|-----------------------|-------------------------------------------------------|------------------------------|--------------------------|
| <b>Title of Role:</b> | Senior Practitioner – KEYS & Day Program AOD Services | <b>Type of Appointment:</b>  | Fixed Term to 30/06/2027 |
| <b>Business Unit:</b> | AOD                                                   | <b>Position Number:</b>      |                          |
| <b>Division:</b>      | Community AOD / Northwest Region                      | <b>Classification Level:</b> | SCHADS Level 6           |
| <b>Program Name:</b>  | KEYS and Abbotsford Day Program                       | <b>Award Type</b>            | SCHCADS/Nurses/Non-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 – KEYS & Day Program AOD Services provides specialist alcohol and other drug (AOD) leadership, direct service delivery, secondary consultation and practice oversight across the KEYS residential care partnership and Youth Day Program services. The role supports young people experiencing complex AOD, wellbeing and psychosocial needs through assessment, care planning, therapeutic interventions, harm reduction and coordinated service responses.

The position provides operational leadership, mentoring and practice guidance to practitioners, contributes to referrals, intake, risk management, case reviews, group programs and quality improvement activities, and works collaboratively with Child Protection, residential care providers, health services and community partners. The role promotes YSAS' Resilience Based Model of Care, trauma informed practice and positive outcomes for young people through engagement, advocacy, education, social connection and participation in community life.

### Reporting relationship

|                             |                                                                              |
|-----------------------------|------------------------------------------------------------------------------|
| <b>This role reports to</b> | Northern AOD Manager                                                         |
| <b>Direct reports</b>       | Up to 4 direct reports and practice supervision responsibilities as required |

### Key working relationships / interactions

| External                               | Within YSAS [beyond immediate team members] |
|----------------------------------------|---------------------------------------------|
| Anglicare and consortium partners      | Other YSAS AOD programs                     |
| DFFH Child Protection                  | Crime Prevention teams                      |
| Youth Justice                          | Human Resources and Payroll                 |
| Mental Health Services                 | Leadership and Practice teams               |
| Housing Providers                      |                                             |
| Other AOD treatment and youth services |                                             |

## 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <b>Service Delivery</b> | <ul style="list-style-type: none"> <li>Deliver high-quality youth AOD assessment, care planning, group work and outreach/in-reach support.</li> <li>Support young people in KEYS and Day Program settings using harm minimisation, trauma informed and resilience-based approaches.</li> <li>Facilitate structured groups, brief interventions and family inclusive practice where appropriate.</li> <li>Provide advocacy, referral and coordinated care.</li> <li>Provide Leadership within the Day Program to ensure high-quality service provision.</li> <li>Complete Day Program daily task-based duties</li> <li>Provide AOD support, information and collaborative care to young people and their families (if appropriate/safe) using brief intervention, care planning, harm reduction, trauma-informed frameworks.</li> <li>Facilitate intensive and structured non-residential AOD group programs.</li> <li>Advocate on behalf of young people in the target population and in consultation with other key stakeholders.</li> <li>Provision of support and information to young people about drugs and alcohol which is consistent with a harm minimisation perspective.</li> <li>Support and encourage young people to develop links with other services and/ or communities.</li> <li>Model appropriate behaviour and facilitate positive communication between young people.</li> <li>Undertake planning, implementation and evaluation of programs, and ensure that target requirements are met.</li> <li>Contribute to report writing and/or funding applications where appropriate.</li> <li>Guide staff with incident reporting and analysis.</li> <li>Participate in the trial and delivery of Brief Intervention programs.</li> </ul> | <ul style="list-style-type: none"> <li>Timely assessments, care plans and reviews completed.</li> <li>Young people actively engaged and supported against goals.</li> <li>Service delivery aligns with funding requirements and best practice.</li> <li>Attend Keys transition planning meetings and provide AOD related advice and planning support.</li> <li>Maintain a case load of KEYS young people where there is an identified AOD related goal.</li> <li>Attendance at KEYS care teams for young people actively engaged in AOD support and provide updates provided for other KEYS young people.</li> <li>Ensure clinical case reviews occur for clients as needed.</li> <li>Ensure incidents are reported and managed according to policy and within approved timeframes</li> <li>Facilitate groups for young people around substance use and other issues.</li> <li>Provide family inclusive practice to support the development and maintenance of family relationships.</li> <li>Conduct periodic audits of client files and notes with staff.</li> </ul> |

| Key Responsibilities           | Accountability / Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Performance Indicator/ Measurement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| <b>Consultation and Advice</b> | <ul style="list-style-type: none"> <li>• Provide secondary consultation, training, mentoring and practice guidance to staff and stakeholders.</li> <li>• Strengthen service integration and referral pathways</li> <li>• Identify and respond to training needs of KEYS workers and practitioners in consultation with manager.</li> <li>• Develop effective working relationships with key stakeholders and other support services as required.</li> <li>• Contribute to the development and maintenance of an innovative service delivery model for young people.</li> <li>• Where possible, include young people in the evaluation of the service.</li> <li>• Collaborate with other support services and community-based activities to integrate support and provide optimal service provision.</li> </ul> | <ul style="list-style-type: none"> <li>• Training and consultation activities delivered.</li> <li>• Positive stakeholder feedback and coordinated responses.</li> <li>• Facilitate/support 3 professional development sessions per year</li> <li>• Provide periodic report on Secondary Consultation and training activities to Manager.</li> <li>• Attend case reviews as required for young people in KEYS.</li> <li>• Attendance at relevant sector networks, conferences, training and professional development activities in negotiation with Manager/YSAS</li> </ul> |
| <b>System Management</b>       | <ul style="list-style-type: none"> <li>• Lead and coordinate the implementation and ongoing function of the Day Program including ensuring all relevant processes, promotion, documentation and data recording is completed; and client reports and intervention plans are known and adhered to.</li> <li>• Ensure client files and database are up to date, accurate and meet both organisational and legislative requirements.</li> <li>• Ensure incident reports are timely and meet organisational procedures.</li> <li>• Participate in regular supervision with the site Manager.</li> <li>• Ensure OHS issues are recognised and acted upon.</li> </ul>                                                                                                                                                 | <ul style="list-style-type: none"> <li>• Records accurate and up to date.</li> <li>• Compliance and quality standards achieved.</li> <li>• Ensure quality improvement is adhered to in line with YSAS procedures.</li> <li>• Ensure effective service is delivered and referral pathways are specific to the target group.</li> <li>• Participate in regular client review.</li> <li>• Comply with the processes and guidelines of the YSAS Model of Care.</li> </ul>                                                                                                      |

| Key Responsibilities                                        | Accountability / Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Performance Indicator/ Measurement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| <b>Management and Leadership</b>                            | <ul style="list-style-type: none"> <li>Provide operational and practice supervision to the Day Program Youth Workers.</li> <li>Ensure that staff provide a high quality of service delivery through clear direction of YSAS program objectives and mentorship.</li> <li>Supervise, motivate, support and provide leadership to staff, and model skills such as problem solving and conflict resolution.</li> <li>Identify current issues and trends relating to Youth AOD issues and assess the potential application of new developments in the field.</li> <li>Participate in and contribute to site Leadership team meetings and activities, including site and team planning processes.</li> <li>Coordinate team program reporting for aggregation into site management reports and ensure that appropriate reporting standards are being met.</li> </ul> | <ul style="list-style-type: none"> <li>Provide supervision, support, guidance and direction to staff in your team.</li> <li>Be a dynamic and passionate leader for staff, young people and the community.</li> <li>Establish a collaborative relationship with key stakeholders.</li> <li>Provide leadership in contributing to wider YSAS policy, frameworks and strategic direction.</li> <li>Develop an annual work plan with your manager.</li> <li>Set the direction for service development activities, i.e. proactive projects.</li> <li>Effective supervision provided.</li> <li>Staff performance and service outcomes supported.</li> </ul> |
| <b>Stakeholder Engagement</b>                               | <ul style="list-style-type: none"> <li>Develop collaborative relationships with internal and external stakeholders.</li> <li>Represent YSAS professionally within networks and care teams.</li> <li>Provide referral and links to a range of youth services including primary health, housing, legal, justice, employment/educational and recreational services.</li> <li>Provide secondary consultation to internal and external services.</li> <li>Attend relevant network meetings as requested.</li> <li>Demonstrate professional and ethical communication with all networks.</li> <li>Articulate YSAS relationships-based approach with relevant stakeholders.</li> <li>Articulate and promote the Day Program to relevant stakeholders.</li> </ul>                                                                                                     | <ul style="list-style-type: none"> <li>Strong partnerships maintained.</li> <li>Attendance at relevant meetings and networks.</li> <li>Develop collaborative partnerships with relevant stakeholders.</li> <li>Promote the Day Program to young people, families and stakeholders.</li> <li>Represent YSAS ethically and professionally on every occasion.</li> <li>Build understanding of YSAS practice frameworks</li> </ul>                                                                                                                                                                                                                        |
| <b>Continuous improvement, collaboration &amp; teamwork</b> | <ul style="list-style-type: none"> <li>Undertake improvements to deliver on YSAS's strategy, ensuring alignment of policies, practices and systems to the organisational strategy.</li> <li>Actively contribute to continuous quality improvements in service delivery/business support in collaboration with others.</li> <li>Undertake any other reasonable tasks as directed by the Manager</li> <li>To actively take on managers feedback from time to time</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>Regular review of work processes</li> <li>Quality and strength of collaborative work across teams and functions</li> <li>New processes and initiatives introduced</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| Key Responsibilities                  | Accountability / Activity                                                                                                                                                                                                                                                                                                                                                                                                                  | Performance Indicator/ Measurement                                                                                                                                                                                                                                            |
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| <b>Compliance</b>                     | <ul style="list-style-type: none"> <li>Ensure knowledge of all relevant YSAS policies, procedures, guidelines and work methods is actively implemented and maintained</li> <li>Complete all mandatory and scheduled training as requested</li> </ul>                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>Work activities comply with relevant legislation, YSAS policies and operating quality standards</li> <li>Mandated and scheduled training up to date</li> </ul>                                                                         |
| <b>Workplace safety and wellbeing</b> | <ul style="list-style-type: none"> <li>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</li> <li>Understand responsibilities and accountabilities of yourself and others in accordance with safety legislation and YSAS policies</li> </ul> <p>Promote and maintain a safe wellbeing culture and working environment within your area</p> | <ul style="list-style-type: none"> <li>Role model safe work practices at all times</li> <li>Actively support and promote safety and wellbeing</li> <li>Work methods modified as risks identified and incidents, accidents and hazards reported as soon as possible</li> </ul> |

### Qualifications, Skills, and Experience

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

- Relevant tertiary qualification in Youth Work, Social Work, Community Services, AOD, Health or related discipline and/or extensive relevant experience.
- Current Victorian Driver Licence.

#### Knowledge and experience

- A minimum of 3 years' experience delivering youth AOD services and working with young people with complex needs.
- Knowledge of OOHC, Child Protection, Youth Justice and community service systems.
- Experience in assessment, care planning, case management, supervision and stakeholder engagement.

#### Skills

- Highly developed communication, coaching, consultation and report writing skills.
- Strong organisational, analytical and problem-solving capability.
- Ability to manage competing priorities and build effective partnerships.

### 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 ability and experience in working with disadvantaged and marginalized young people with complex problems/needs who are involved in the statutory child protection system.
2. Demonstrated experience supporting staff through supervision, mentoring and constructive feedback.
3. Previous experience in assessment, care planning and case management approaches.
4. Previous experience in demonstrating, applying and advocating for the principles of harm minimization/reduction.
5. Demonstrated knowledge of the legislative and operating environment of the Child Protection and OoHC systems.
6. Experience building and maintaining positive stakeholder relationships, including with Aboriginal and Torres Strait Islander and CALD communities.
7. Demonstrated ability to produce high-quality assessments and reports in a timely manner.

**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

/ /

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(Print name) (Signature) (Date)

Acknowledged by line  
manager

/ /

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

**Job and Person Specification Approval**

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