

Inside Out – Youth Worker (Casual)

Concern Australia works in partnership with young people and their families to create positive opportunities and hopeful futures. Our programs provide education, employment, housing, youth justice and homelessness services. We focus on innovative and empowering pathways which build on young people's talents and resilience and support them to reach their goals.

Primary Job Purpose

The Inside Out Youth Worker works alongside young people within the Inside Out program, advocating for and empowering them to have hope for a positive future. The Youth Worker equips young people with life skills and resources to promote independence and assist with the transition into adulthood.

As a representative of the organisation, this role also:

- models Concern Australia's OHS & child safe values and behaviours and holds others accountable to the same standard and
- upholds Concern Australia's relationship and reputation with clients, external stakeholders, and the broader community by conducting themselves in alignment with our values of faith, integrity, respect and belonging.

Responsibilities

Case support (Outreach)

- Provide trauma-informed care and support to young people based on their individual communal, physical, emotional, psychological, and spiritual needs.
- Provide coaching and guidance to young people and help them develop life and living skills, promoting independence.
- Support young people in lead tenant and independent living to complete daily activities such as self-care and independent living tasks.
- Demonstrate positive role modelling to young people.
- Advocate with, and on behalf of, young people to ensure they receive access to resources, support, and facilities.
- Transport young people to and from appointments.
- Work within Concern Australia's program frameworks to assist in tracking progress and outcomes for each young person.
- Under the direction of management, provide urgent crisis response and support to young people where necessary.

Administration

- Maintain and comply with all reporting requirements including case notes, incident reports and evaluation documentation.
- Record and report critical incidents in accordance with government and regulatory body requirements, guidelines, timelines, procedures, and processes.
- Meet all other administrative and documentation requirements as per program guidelines and within regulatory body frameworks.

Duties beyond the scope of this position description but in line with an incumbent's skills, competencies, and training, may be present from time to time. Reasonable requests for such duties to be discussed and agreed with the manager and executed accordingly.

The role requires regular sitting, driving, and working in isolation and requires occasional manual handling, bending, reaching, walking, and standing.

Qualifications/Experience

- Completion of a tertiary qualification in youth work, social work, social sciences or equivalent in a related field.

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- Relevant experience in a similar role, which requires adaptability, adept problem-solving and quick-thinking skills.
- Desired, but not required: experience working in the out-of-home care sector.

Skills

- Knowledge of Child Protection out of home care systems, and how to support young people impacted by trauma.
- In-depth knowledge of crisis intervention and case management.
- Highly developed interpersonal rapport and relationship building, especially with young people, while maintaining appropriate professional boundaries.
- Awareness of the requirements of confidentiality and ensure they are respected at all times.
- Excellent written and oral communication, with the ability to adapt styles according to the audience.
- Ability to participate collaboratively and constructively within teams of peers, staff, and other stakeholders, as well as initiative and effective personal judgement when working alone.
- Well organised but able to be flexible and manage competing priorities and deadlines.
- Intermediate computer skills, including the frequent, independent use of Microsoft Outlook, Word, Excel, and the ability to write case notes, reports, and associated documentation.
- Attention to detail, especially with maintaining accuracy of case notes and data.

Security checks, licences, and other requirements

- Satisfactory National Police Check and where applicable, International Police Check.
- Valid Working with Children Check.
- Database check under the Worker and Carer Exclusion Scheme (WCES).
- Current Victorian drivers' licence.

Reports to

Inside Out Program Manager

Supervises

N/A

Child Safety Commitment

Concern Australia is committed to providing child safe and protected environments in all its activities and programs and has a zero-tolerance approach to child abuse or exploitations. Contact and working with children is a critical responsibility. Children have the right to be safe and protected. All employees are required to have a valid Working with Children Check, National Police Check and International Police Check (International Police Check where applicable).

Employee Name: _____

Signed: _____ Date: _____