



## **POSITION DESCRIPTION - Youth Worker**

**Program Area:** Youth Service

**Remuneration:** SCHCADS Award - level 2 to 4 depending on experience and qualifications. An entry level employee with no qualifications or experience will commence at level 2 with progression according to attainment of skills/qualifications. An employee with relevant qualifications and/or experience, will commence at level 4.

Salary packaging options and flexible working arrangements available.

**Location:** Gympie

### **ABOUT US:**

**Vision:** A safe, inclusive and thriving community.

**Purpose:** Empower people to live safe, fulfilling lives through high quality community-based services.

#### **Values:**

- **Excellence** - Strive for high standards in everything we do.
- **Respect** - Value the dignity, rights and perspectives of others.
- **Integrity** - Act with honesty and transparency in all interactions.
- **Inclusivity** - Embrace diversity and ensure equal opportunity for all.

For more information about the organisation, refer to our website: [www.communityactiongympie.com.au](http://www.communityactiongympie.com.au)

### **PRACTICE FRAMEWORK:**

**Human Rights:** We are committed to fostering a workplace environment that is consistent with human rights – free of discrimination and harassment, where all individuals are treated with respect and dignity, can contribute fully, and have equal opportunity. The *Human Rights Act (Qld) 2019* is important to our organisation because it protects the rights of vulnerable community members. We support a human rights culture within our organisation, and across communities in Queensland.

**Diversity & Inclusion:** We recognise, respect, promote and celebrate the value of diversity and adopt and implement inclusive policies and strategies which advance diversity as a positive influence across the organisation. We:

- Acknowledge and respect the traditional owners of the land – Indigenous Australians.
- Recognise and value the multicultural nature of Australian society and our community.
- Promote and encourage a diverse and inclusive work environment by fostering an environment of mutual learning, respect, dignity, openness to other cultures and an appreciation of difference and other perspectives.
- Attract and retain a board of management whose composition reflects a diversity of backgrounds, knowledge, experience and abilities.
- Seek to ensure that business practices, systems and processes do not prevent people from diverse backgrounds having equality of opportunity within the organisation and as far as is reasonably practicable, provide culturally appropriate support services for Australian Indigenous and cultural and linguistically diverse (CALD) clients.
- Educate staff so that they are capable of responding sensitively, sympathetically and justly in any context.
- Attempt to redress any unfair, discriminatory or illegal practices.
- Promote activities which celebrate the diversity of our community.

**Domestic & Family Violence:** We recognise that domestic and family violence is a gendered issue, and that gender inequality is a predominate cause and consequence of domestic and family violence. Domestic and family violence can have lifelong impacts on children and young people who witness and experience violence and significantly impact the relationships between parent, child and community. We operate from a framework that:

- Understands the dynamics of gender, power and control
- Understands the impacts on children and young people
- Is culturally safe
- Is risk focussed
- Is informed by trauma frameworks and attachment theories

**Child Protection:** We are a child friendly organisation, committed to protecting the safety and wellbeing of children and young people from harm and all forms of abuse including physical abuse, emotional or psychological abuse, neglect, sexual abuse and exploitation. Our child protection framework is founded on the international human rights treaty on children's rights – the United Nations Convention of the Rights of the Child and the National Principles for Child Safe Organisations. We have adopted a strengths-based approach to uphold these rights. We are sensitive to cultural diversity while recognising that the child's right to be protected from harm is paramount. We acknowledge the vulnerability of children who enter our services and believe that every child/young person has the right to feel safe and to be protected from all forms of harm.

**Trauma Informed Practice:** We recognise that trauma is an almost universal experience across our client groups and the need to address it is essential for growth and recovery. Our approach recognises and acknowledges trauma and its prevalence, alongside awareness and sensitivity to its dynamics, in all aspects of service delivery. Our framework is strengths-based which embraces a message of hope and optimism that recovery is possible, and is founded on the following principles:

- Safety
- Trustworthiness
- Choice
- Collaboration
- Empowerment
- Respect for diversity

#### **POSITION SUMMARY:**

The Youth Worker is responsible for:

- Providing supported accommodation to eligible homeless and at-risk youth.
- Providing intensive living skills development at allocated properties.
- Providing case-management support to clients who are homeless or are at-risk of homelessness.
- Responding directly to crisis.
- Ensuring Data and Reporting is kept up to date.
- Ensuring Youth Service properties are well maintained, safe and secure.
- Ensuring Fire Safety standards are met.
- Providing quality support, information, advocacy, and advice to Clients who access the Resource Centre.
- Delivery of the Emergency Relief Program.
- Assist with the development of major events and attend as directed.
- Assist in the growth and development of the Youth Service.

This position requires work that can be emotionally demanding, including work that requires a high level of emotional involvement, work that requires the employee to regulate their emotions, and work that is emotionally disturbing through exposure to other people's trauma.

#### **Key challenges of the role include:**

- Working with people with varying degrees of trauma background and/or barriers which may result in signs and symptoms which may include frustration, distress, and elevated behaviour responses (including verbal or physical).
- Working with people who may be under the influence of substances which may result in signs and symptoms which may include frustration, distress, and elevated behaviour responses (including verbal or physical).

- Ability to negotiate with emotionally heightened people, including high level de-escalation skills and advocate on their behalf with services that may not have capacity to assist due to limited resources.
- Exposure to distressing or sensitive information with resulting potential for vicarious trauma and/or compassion fatigue.
- Managing a heavy workload with tight deadlines and competing commitments and priorities which require negotiating and re-prioritising own work.
- Ability to perform physical activities for a sustained period. This includes, but is not limited to:
  - Sitting and standing to perform tasks,
  - Twisting, bending, squatting and kneeling,
  - Lifting, carrying and reaching (overhead/forward extension),
  - Pushing and pulling towards and away from the body,
  - Workstation tasks (including use of computers, laptops, iPads and keyboards),
  - Driving – controlling and operation of a vehicle/foot and hand controls.
- Biological hazards – contact with body fluids, bacteria, infectious diseases.

Alongside your workplace health and safety responsibilities, Community Action's Employee Health and Wellbeing Strategy provides a range of support options and initiatives to benefit the wellbeing of employees.

### REPORTING AND ACCOUNTABILITY:

The Youth Worker is responsible to and reports directly to the Youth Service Manager. In view of the collaborative nature of the organisation, all staff members are also accountable to the General Manager, Operations Manager, board of management and the broader staff team.

### KEY DUTY STATEMENT:

#### 1. Working within the organisation:

| No: | Specific Duties                                                                                                                                                                                                                           | Key Performance Indicators                                                                                                                |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| 1.1 | Comply with Community Action's Code of Conduct and Policies and Procedures; and, remain conscious of and responsible for your own impact on your work environment and those around you.                                                   | Code of Conduct and Policies and Procedures are adhered to.                                                                               |
| 1.2 | Foster workplace diversity, value individual differences and recognise the positive benefits that can be gained.                                                                                                                          | Feedback from team members and management.                                                                                                |
| 1.3 | Ensure sound knowledge of the purpose and desired outcomes of the Youth Service, organisational policy and procedures, Specialist Homelessness Program guidelines and statutory requirements.                                             | Duties are carried out within program guidelines, according to policy and procedures and within statutory guidelines.                     |
| 1.4 | Participate in the development of a safe and supportive working environment for all staff, including clear communication paths and consultative decision-making practices.                                                                | WHS policy and procedure are followed.<br><br>Staff communication policy and procedure are followed.                                      |
| 1.5 | Participate in regular and ongoing consultation with staff and the Service Manager to discuss issues that may impact on work practices and professional development in relation to direct work with clients and organisational practices. | Feedback from Manager and team members.                                                                                                   |
| 1.6 | Participate in support systems within the organisation including staff meetings, team supervision, line supervision, staff appraisals, team development days and professional supervision.                                                | Meetings and supervision are attended.<br><br>Team development days are attended.                                                         |
| 1.7 | Assist in ensuring that the office environment is maintained in a clean, tidy and safe manner and that information and resources are relevant, up-to-date and available.                                                                  | Office space is inviting & tidy with relevant resources available.<br><br>Staff member has a sound knowledge base of resources available. |

|      |                                                                                                                                      |                           |
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| 1.8  | Establish and maintain collaborative working relationships with all other Community Action program personnel.                        | Team member feedback.     |
| 1.9  | Participate in continuous quality improvement by identifying opportunities for improvement to systems, processes and work practices. | Manager feedback          |
| 1.10 | Other duties as required by the Manager.                                                                                             | Requests are carried out. |

## **2. Provide supported crisis accommodation to young people:**

| <b>No:</b> | <b>Specific Duties</b>                                                                                                                                                                                                                                                                                                                                | <b>Key Performance Indicators</b>                                                                                                                                                                                                                                                       |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.1        | Provide appropriate crisis accommodation to eligible young people.                                                                                                                                                                                                                                                                                    | Clients are accommodated according to Policy & Procedure, eligibility criteria and assessment procedures.<br><br>Data Records.                                                                                                                                                          |
| 2.2        | Work within a Case Management Framework according to Youth Service policy and procedure including: <ul style="list-style-type: none"> <li>• Initial Eligibility Assessment &amp; Intake</li> <li>• Needs Assessment</li> <li>• Case Planning, monitoring &amp; review</li> <li>• Exit planning</li> <li>• Follow up of exited clients</li> </ul>      | Client Service Delivery Policy is followed.<br><br>Clients have clearly documented and accurate assessments & intakes, needs assessments and case plans, case plans are monitored and reviewed within policy timeframes, planning for exit and follow up is documented and carried out. |
| 2.3        | Assist clients in implementing their case plans through the provision of direct practical support (eg: transport, budgeting, living skills development), information, referral, advocacy, liaising with government and non-government agencies in the coordination of support services and participation in case meetings with relevant stakeholders. | Practical client support & other services are delivered according to case plans.<br><br>Interactions with other agencies / departments are clearly documented.<br><br>Feedback from clients & agencies.                                                                                 |
| 2.4        | Provide reports (with the permission of clients) to external agencies when necessary.                                                                                                                                                                                                                                                                 | Reports are provided in a timely manner.<br><br>Feedback from agencies.                                                                                                                                                                                                                 |
| 2.5        | Ensure that Youth Service properties are well maintained, safe and secure: <ul style="list-style-type: none"> <li>• Properties are kept secure.</li> <li>• Fire Safety standards are met.</li> <li>• Work is within budget constraints.</li> </ul>                                                                                                    | Maintenance issues are reported promptly and according to Policy & Procedure with safety issues prioritised.<br><br>Properties are kept secure.<br><br>Fire Safety standards are met.<br><br>Work is within budget constraints.                                                         |
| 2.6        | Provide support and prompt response to clients who present at the Resource Centre for housing.                                                                                                                                                                                                                                                        | Clients are housed promptly.<br><br>Practical client support is delivered.<br><br>Staff member has a sound knowledge base of resources available.                                                                                                                                       |
| 2.7        | Respond promptly to phone calls and referrals from other agencies and to ensure you are available for both drop-in and appointment based crisis housing related support.                                                                                                                                                                              | Phone calls are returned in a timely manner.<br><br>Referrals are followed up on promptly.<br><br>Careful planning and time-management.<br><br>Feedback from clients & agencies                                                                                                         |

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| 2.8  | Liaise with the Manager within a reasonable timeframe in relation to any areas of concern regarding a client's progress and behaviour.                                    | Feedback from Manager.                                                                                                                                                |
| 2.9  | Ensure all case files, data entry (manual and computerised) and other paperwork as deemed necessary by the Youth Service Manager is kept up-to-date, accurate and secure. | Clients have case files that are accurate, tidy & up to date.<br><br>SHS Data entry is completed on time.<br><br>Other requests for record keeping are complied with. |
| 2.10 | Effectively manage time in relation to work priorities, developing work plans and managing caseload.                                                                      | Deadlines are met.<br>Clients receive appropriate contact time.<br>Case notes & files up-to-date.                                                                     |
| 2.11 | Intensive Living Skills Development for housed clients.                                                                                                                   | Program Development.<br><br>Delivery of living skills to housed clients.<br><br>Consistent presence at properties.                                                    |

**3. Provide triage, housing assessments, case management support and emergency relief to young people presenting at the Youth Service:**

| No: | Specific Duties                                                                                                                                                                                                                                                                                   | Key Performance Indicators                                                                                                                                                                                                                                                              |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.1 | Provide information, referral and advocacy through the operation of the Resource Centre.                                                                                                                                                                                                          | Practical client support is delivered.                                                                                                                                                                                                                                                  |
| 3.2 | Respond promptly to phone calls and referrals from other agencies and to ensure you are available for both drop-in and appointment-based support.                                                                                                                                                 | Phone calls are returned in a timely manner.<br><br>Referrals are followed up on promptly.<br><br>Careful planning and time-management.<br><br>Feedback from clients & agencies                                                                                                         |
| 3.3 | Ensure clients presenting at the Resource Centre for housing are assessed and supported. Eligible referrals to be passed on to Youth Workers.                                                                                                                                                     | To perform assessment of Clients housing needs.<br><br>To enter clients directly into CHART at time of assessment.                                                                                                                                                                      |
| 3.4 | Work within a Case Management Framework according to Youth Service policy and procedure including: <ul style="list-style-type: none"> <li>Initial Eligibility Assessment &amp; Intake</li> <li>Needs Assessment</li> <li>Case Planning, monitoring &amp; review</li> <li>Exit planning</li> </ul> | Client Service Delivery Policy is followed.<br><br>Clients have clearly documented and accurate assessments & intakes, needs assessments and case plans, case plans are monitored and reviewed within policy timeframes, planning for exit and follow up is documented and carried out. |
| 3.5 | Assist clients in implementing their case plans through the provision of direct practical support, information, referral, advocacy, liaising with government and non-government agencies in the coordination of support services and participation in case meetings with relevant stakeholders.   | Practical client support & other services are delivered according to case plans.<br><br>Interactions with other agencies / departments are clearly documented.<br><br>Feedback from clients & agencies.                                                                                 |
| 3.6 | Develop, plan and implement Youth Activities relevant to the operation of the Resource Centre.<br><br>Facilitate a drop-in group at the centre.                                                                                                                                                   | Organise and liaise with services to use office space for Youth related activities.<br><br>Promote events run from the Resource Centre.                                                                                                                                                 |
| 3.7 | Administration of the Emergency Relief Program.                                                                                                                                                                                                                                                   | Data Records<br><br>Familiarity of DSS reporting system                                                                                                                                                                                                                                 |

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|      |                                                                                                                                                                           | <p>To have an understanding of the Emergency Relief budget.</p> <p>Ensure appropriate expenditure per client</p> <p>ER paperwork</p>                                                               |
| 3.8  | Provide reports (with the permission of clients) to external agencies when necessary.                                                                                     | <p>Reports are provided in a timely manner.</p> <p>Feedback from agencies.</p>                                                                                                                     |
| 3.9  | Liaise with the Manager within a reasonable timeframe in relation to any areas of concern regarding a client's progress and behaviour.                                    | Feedback from Manager.                                                                                                                                                                             |
| 3.10 | Ensure all case files, data entry (manual and computerised) and other paperwork as deemed necessary by the Youth Service Manager is kept up-to-date, accurate and secure. | <p>Clients have case files that are accurate, tidy &amp; up to date.</p> <p>SHS Data entry is completed on time (Including QHIP and SHIP)</p> <p>Other requests for record keeping are upheld.</p> |

#### **4. Assist with other functions and operations of the Youth Service:**

| <b>No:</b> | <b>Specific Duties</b>                                                                                                                                                                                | <b>Key Performance Indicators</b>                                                                                                                                                    |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.1        | Assist in the planning and development of specific Youth events throughout the year. Be a presence at Youth Service facilitated events throughout the year. Encourage client participation in events. | <p>Participate in Youth Service facilitated events throughout the year.</p> <p>Contribution of ideas to major events throughout the year.</p> <p>Client participation in events.</p> |
| 4.2        | Provide accurate records of expenditure for client support.                                                                                                                                           | Receipts presented for expenditure.                                                                                                                                                  |
| 4.3        | Assist to cover other program areas of the Youth Service when requested by the Manager.                                                                                                               | Manager feedback                                                                                                                                                                     |
| 4.4        | Attend networking events as required and relevant.                                                                                                                                                    | Networking attended                                                                                                                                                                  |

#### **PERFORMANCE APPRAISAL:**

This position is subject to a 6-month probationary appraisal.

The Youth Worker will participate in annual appraisals of work performance conducted with the Manager and the organisations HR representative to assess the:

- Competence of the employee in the performance of duties
- Achievement of goals set for the position
- To establish general and training goals for the next 12 months.

#### **SELECTION CRITERIA:**

##### **Preferred but not essential:**

- Ability to respond appropriately to young people presenting for crisis housing, particularly in relation to building rapport, crisis intervention, solution focussed intervention and risk assessment.
- An understanding of issues affecting young people who are homeless or disadvantaged.
- Ability to work effectively as a team member who is adaptable to changing work environments and as a sole worker responsible for exercising initiative, judgement and decision making with an ability to coordinate and prioritise competing work demands.
- Ability to act professionally and impartially at all times, remain positive and respond to pressures in a controlled manner, seek assistance from colleagues where necessary and remain focussed on achieving objectives within a changing and demanding environment.

- A tertiary qualification in Social Work/Human Services or Certificate level in Youth Work/Community Services Work.
- Knowledge and understanding of the principles of strengths-based, trauma informed and client-centred case management.

**Personal Attributes:**

- Alignment to the values and practice framework of the organisation
- High level of professionalism, confidentiality and discretion
- Capacity to cope with people in distress and people presenting with complex and challenging behaviours
- Positive and collaborative team player
- Adaptability and flexibility to changing work environments and requirements

**Mandatory Requirements:**

- Current Driver's licence.
- The applicant must be a holder of a current Blue Card for child related employment.
- Eligibility to work in Australia.

**EMPLOYEE ACKNOWLEDGEMENT:**

I {insert employee name} have read and understood my responsibilities under this position description and will carry out my duties accordingly.

**Signature:**

**Date:**