

C4.26 APPLYING FOR A JOB AT BRISBANE YOUTH SERVICE

Employment Package

Thank you for your interest in applying for a position with Brisbane Youth Service Inc. (BYS). BYS is an equal opportunity employer and as such, the following information is provided to ensure that all applicants have an equal opportunity for preparing their applications. It is important that your application meets the requirements of this document.

ORGANISATIONAL PROFILE

BYS's vision is *"new futures for young people"*. We are a medium sized incorporated association providing holistic responses to vulnerable young people (aged 12 – 25 years) and young families who are experiencing homelessness or at-risk of becoming homeless. We provide transitional housing and crisis accommodation, tenancy support and a range of services and referral pathways to address physical and mental health issues, establish successful relationships and support networks and support to access education, training and long-term employment.

Brisbane Youth Service recently expanded its service offerings and geographical reach by merging the programs and services offered by Carina Youth Agency and Youth Emergency Services into BYS.

BYS is governed by a dedicated and experienced Board. Please refer to the attached BYS structure for information about the teams and programs.

BYS SERVICES AND PROGRAMS

BYS offers a holistic range of services that move from immediate needs through to planned support.

The current range of services provided includes:

- Transitional housing and tenancy support
- Crisis accommodation
- Specialist youth medical clinic including a Registered Nurse and sessional General Practitioners
- Intensive personal support and counselling
- Activities, arts and life-skills programs
- A women's only housing service
- Parent support services for young families including intensive support
- Information, health education, advice, support and advocacy across a range of issues
- Drug intervention, education and support.
- Needle and Syringe Exchange program
- Access to emergency financial assistance
- On-site visits from Centrelink and QPILCH (legal)

You can visit www.brisyouth.org for more details and information about BYS and the services we provide.

ABOUT THE ADVERTISED POSITION AND APPLICATION PROCESS

THE POSITION DESCRIPTION

The Position Description is attached and should be read carefully as it details the requirements, duties and selection criteria for the position.

YOUR APPLICATION

A separate application must be submitted for each vacancy advertised. The application is to include the following:

- a) a completed Job Application Form.
- b) your responses to the SELECTION CRITERIA of no more than five (5) pages for all responses.
- c) your resume / curriculum vitae including the names, positions and telephone numbers of three referees who can comment on your competency regarding the selection criteria. Referees will only be contacted after an interview.
- d) Copies of relevant tertiary qualifications relevant to this position.
- e) Copy of evidence of right to work in Australia (E.G. Australian Passport, permanent residency or working visa) or make available at interview.

Advancement to the next stage of the selection process will be based on how well you demonstrate your ability to meet the selection criteria as well as relevant information contained in your resume.

In your responses, please provide examples that provide evidence that you have the relevant knowledge, skill or ability to fulfil this role. If you only state that you meet the selection criteria without demonstrating how you meet it and your competencies, it is unlikely that you will be short-listed for an interview.

SHORT-LISTING PROCESS

As stated above, initial short-listing is based on your written responses and your resume.

Short-listing will occur within one week of the closing date and shortlisted applicants will be contacted for an interview during this week. Please refer to dates on page 4.

If you have not been short-listed, you will be advised of this in writing following the finalisation of the selection process.

INTERVIEW PROCESS

Shortlisted applicants will be invited to attend an interview with the selection panel.

The selection panel will ask you questions relevant to the selection criteria and allow you to expand on your written submission. Each applicant will be asked the same questions and you may be provided with a copy of these questions fifteen minutes prior to your interview. A time limit will be set for the interview session to determine the interviewee's ability in time management.

Interview questions will be aimed at testing your knowledge and skills and may include scenarios. You should answer each question fully and succinctly to demonstrate your ability to take on this role. Time will

be allocated prior to the end of the interview for you to ask the panel questions about the role or the organisation.

You are welcome to bring samples of your work or other documents to share with the panel, which will assist in demonstrating your skills and experience.

REFERREE CHECKS

Referee checks are used to supplement the final selection decision. It is the responsibility of your referee to provide honest feedback about your knowledge, skills and abilities relevant to the selection criteria for the position.

At least one referee should be your most recent supervisor. If you are not currently in the workforce your referee should at least be in a position to comment on your abilities as they relate to the selection criteria.

If you have any concerns about the reference checking process, please raise them during your interview.

SELECTION

If you are selected for the position you will be contacted by telephone and offered the position. Should you accept, a formal written offer of employment will be forwarded to you including information detailing the terms and conditions of employment.

If you are not selected following interview, you will be advised of this in writing and advised that post selection feedback is available should you request it.

For further queries about the position please contact:	Kal Kaphle
Phone:	07 3620 2400
Email:	admin@brisyouth.org

Applications close at 5pm 27 July 2018

Applications should be marked “Confidential” and made to the attention of:

Kal Kaphle

Email your application to:	Or post to:	Or deliver to:
admin@brisyouth.org	PO Box 1389 Fortitude Valley, QLD 4006	42 McLachlan St Fortitude Valley, QLD 4006

ATTACHMENTS:

C4.27 Position Description

C4.25 Job Application Form

C.4.25 JOB APPLICATION FORM

Please complete this application form and return it to Brisbane Youth Service (BYS) in accordance with the advertised Employment Package.

Position Title:	Family Support Worker		Closing date:	27 July 2018
Applicant:	Name:			
	Address:			
			Post code:	
	Day time phone:		Mobile:	
Email address:				
Place of birth:	Town / City:		Date of birth:	/ /
	Country:			
Work eligibility:	<input type="checkbox"/> Australian citizen		<input type="checkbox"/> Australian resident	
	<input type="checkbox"/> New Zealand citizen		<input type="checkbox"/> New Zealand resident	
	<input type="checkbox"/> Current working visa: (Copy must be attached)		Expiry date:	/ /
	<input type="checkbox"/> Other visa: (Copy must be attached)		Expiry date:	/ /
Blue Card:	Do you hold a current Positive Notice Blue Card for Child Related Employment?			<input type="checkbox"/> YES
				<input type="checkbox"/> NO
	If yes, provide Blue Card Number:		Expiry date:	/ /
	If no, have you applied for a Blue Card?	<input type="checkbox"/> YES	Date lodged:	/ /
		<input type="checkbox"/> NO		
Drivers licence:	Do you have a current Queensland driver's licence?			<input type="checkbox"/> YES <input type="checkbox"/> NO
Health conditions	Do you have any pre-existing health conditions that may impact on your ability to undertake this role?			<input type="checkbox"/> YES <input type="checkbox"/> NO
	If yes, please provide additional information:			
Where did you find out about this position?	<input type="checkbox"/> BYS website		<input type="checkbox"/> QCOSS	<input type="checkbox"/> Ethical Jobs Weekly
	<input type="checkbox"/> Word of mouth		<input type="checkbox"/> Other:	

C.4.25 JOB APPLICATION FORM

Please complete this application form and return it to Brisbane Youth Service (BYS) in accordance with the advertised Employment Package.

Equal employment opportunity / diversity information	Please indicate if you belong to any of the following groups (completion of this section is voluntary and used for statistical purposes only):	<input type="checkbox"/> People with a disability
		<input type="checkbox"/> Aboriginal people
		<input type="checkbox"/> Torres Strait Islander people
		<input type="checkbox"/> Women
		<input type="checkbox"/> People from a non-English speaking background
Qualifications:	What tertiary qualifications do you hold: (Copies must be attached)	
Start date:	If the position was offered to you, when are you available to start work?	/ /
<p>Authorisation and Understanding</p> <p>I authorise Brisbane Youth Service to investigate my work history and verify all information given on this application. These enquiries may include information as to my character, general reputation and personal characteristics. I consent to the conduct of such enquiries and to the consideration of any statements or references provided by former employers in response to these enquiries.</p> <p>I authorise all individuals and employers whom I have named in my application, unless specifically limited by me in writing, to provide information requested about me, and I release them and Brisbane Youth Service from liability and damages in providing this information.</p> <p>I understand and acknowledge that any misrepresentation, omission or incorrect statement of fact may result in rejection of my application or, if hired, immediate termination of employment.</p> <p>I understand that all information provided to BYS in relation to my application will be treated in the strictest confidence and will not be communicated to any third party without my consent.</p>		
Signature:		Date: / /

POSITION DESCRIPTION

Position title:	Family Support Worker		
Program/Team:	Young Women and Young Families Team – Parents YES Program		
Award conditions:	Social, Community, Home Care & Disability Services Award 2010	Remuneration:	Level 4
Working from:	Zillah St, Greenslopes		
Reporting relationships:	Reports to Young Women and Young Families Manager		
Qualifying period:	6 months		
Primary purpose of position:	This position engages and provides support to young families who are, or at risk of being homeless or considered to be vulnerable. Using brief intervention, intensive support and group activities, the aim is to strengthen parent- child relationships, develop families' parenting skills, address child safety concerns and assist families to gain and maintain stable housing.		
SELECTION CRITERIA - Applicants shall be assessed against these selection criteria. Applicants need to provide written responses to the selection criteria below of up to four pages in total.			
SELECTION CRITERIA	<ol style="list-style-type: none"> 1. Understanding of and commitment to BYSS vision, objectives and practice framework. 2. Demonstrated ability to implement brief solution focussed crisis interventions. 3. Demonstrated understanding of the issues facing homeless or at risk young parents and children and young pregnant women and the ability to clearly articulate a practice framework for working effectively with the target group. 4. Knowledge of Child Protection Legislation, the Child Protection System and contemporary approaches to supporting young parents to protect their children from harm. 5. A proven ability to work without direct supervision, exercising a high degree of initiative, judgement and decision making in individual case work while fostering a strong team environment. 6. A high level of written and interpersonal skills including report writing, and the ability to work as an effective member of a multi-disciplinary team including recording relevant client data and evaluation. 7. Good planning, prioritising and organisational skills. 		
Qualifications, Checks and References (Mandatory)	<ul style="list-style-type: none"> • A tertiary qualification in Human Services, Social Work, Psychology, counselling or similar. • Current driver's licence. • Working with Children Suitability Positive Notice (Blue Card). • Three relevant referees, including current or most recent manager. 		
Experience:	<ul style="list-style-type: none"> • Experience working with homeless /at risk young parents and children. • Assisting clients to navigate complex service system. • Experience working in multi-disciplinary team and other organisations or services. • Case management, planning and implementing relevant interventions. • Computer and report writing skills. • Ability to develop networks and collaborative relationships with external providers. 		
Attributes:	<ul style="list-style-type: none"> • Self-reflective and critical thinking skills. • Personal drive and integrity. • Consultative and collaborative working attitude. 		

	<ul style="list-style-type: none"> • Flexible, collaborative, inclusive, respectful, ethical, accountable. • Commitment to a learning culture and ongoing professional development.
KEY RESULT AREAS - Role and responsibilities	
Service Delivery	<ul style="list-style-type: none"> • Manage a caseload of young parents with children and provide specialist support and intervention in order to protect and strengthen families through a professional, responsive, child –centred & family focussed manner. • Conduct intake and assessment process with young parents and children and assist them to achieve their goals through effective case management and evaluation. • Provide information, advice and advocacy to families and link clients with other support services to facilitate ongoing support. • Facilitate/co-facilitate support group work to engage with young parents and children to provide information and education. • Provide crisis and brief interventions to increase young parents’ and children’s safety. • Develop cross agency collaborative partnerships to foster positive outcome for clients. • Collect and maintain accurate client data, to contribute to monitoring, evaluation and reporting on program performance. • Participate in both quantitative and qualitative data collection to support BYS continual quality improvement. • Participate in staff training and development activities as required.
Service operation and development	<ul style="list-style-type: none"> • Participate in staff meetings and organisational planning to contribute to the monitoring and development of BYS programs and services. • Develop collaborative relationships with internal and external support providers. • Participate in networks and steering committees to develop and maintain partnerships with other housing, family support and perinatal infant mental health agencies. • Take shared responsibility to manage the petty cash to ensure the program runs efficiently and within budget. • Maintain current knowledge of issues affecting young families and children.
People and Culture	<ul style="list-style-type: none"> • Provide support to colleagues including to new staff and students. • Contribute to a positive team culture aligned with the organisation’s vision, philosophy, policies and procedures. • Participate in regular supervision meetings, team meetings and performance reviews.
Administration	<ul style="list-style-type: none"> • Undertake administrative tasks relating to the role and / or the team. • Prepare reports as required. • Ensure administrative functions are conducted in accordance with relevant policies and procedures. • Undertake any other tasks as required.

This Position Description forms part of the performance management framework for Family Support Worker. As the successful applicant you are required to sign and date this Position Description to demonstrate your commitment to fulfil this role in accordance with the key result areas outlined above.

Employee Name:		Signature:		Date:	
Manager’s Name:		Signature:		Date	