

C4.27 BRISBANE YOUTH SERVICE – POSITION DESCRIPTION

Position title:	Youth Support Worker		
Program/Team:	Homelessness and Housing Team		
Employment type & hours	Full Time 38 Hours per week – 1 year contract with possibility for extension		
Employment Award	SCHADS Award 2010	Remuneration:	TPEO Level 4
Working from:	Fortitude Valley	Last review of PD:	December 2017
Reporting relationships:	Reports to the Program Manager, Homelessness and Housing Team		
Qualifying period:	6 months		
Primary purpose of position:	This position provides crisis, brief intervention and ongoing case management support to young people at risk of homelessness, disconnection from family, education, and their community.		
SELECTION CRITERIA - Applicants shall be assessed against these selection criteria. Applicants need to provide written responses to the selection criteria below of no more than four (4) pages.			
KEY SELECTION CRITERIA	<ol style="list-style-type: none"> 1. An understanding of, and commitment to, BYS’s vision and objectives and the demonstrated experience working within a strengths-based and trauma informed practice framework. 2. Demonstrated experience working holistically with vulnerable young people, using brief solution focussed crisis interventions and ongoing case managed support 3. Strong organisational and planning skills and the ability to work independently and contribute positively within a team 4. Demonstrated effective communication skills, including strong interpersonal skills and writing skills and the ability to advocate on behalf of others. 5. Demonstrated experience developing networks and collaborative relationships with internal and external stakeholders to government and community service providers 		
Education, Qualifications, References	<ul style="list-style-type: none"> • A tertiary qualification in Youth Work, Human Service, Social Worker or similar or experience in similar • Current driver’s licence • Working with Children Suitability Card / Blue Card • Three relevant references, including current or most recent manager 		
Skills and Experience:	<ul style="list-style-type: none"> • The ability to be self-reflective and utilise critical thinking skills. • Ability to facilitate groups and activities providing positive engagement • Demonstrated ability to work offsite, including outreach work • Computer and report writing skills 		
Attributes:	<ul style="list-style-type: none"> • Personal drive and integrity • Consultative and collaborative working attitude • Flexible, self-directing, 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"> • Complete thorough assessments, provide brief solution focussed interventions, and ongoing case managed support • Create and maintain case plans and case plans, case notes and other necessary client records in line with organisational policies and procedures • Undertake offsite work, including home visits and street based outreach • Facilitate referrals and support young people to access housing, legal, physical and mental health support, education and employment, and engage with their community 		

	<ul style="list-style-type: none"> • Participate in shared organisational service delivery and rostered centre based work
Service operation and development	<ul style="list-style-type: none"> • Participate in staff meetings, service review and organisational planning • Develop and maintain networks and collaborative relationships with external providers to enhance young people’s access to services • Collect and maintain accurate and timely client data records, including assessment and outcomes records, to contribute to monitoring, evaluation and reporting on program performance and outcomes. • Participate in both quantitative and qualitative data collection processes as required to support BYS research and evaluation processes.
People and Culture	<ul style="list-style-type: none"> • Participate in training and professional development opportunities to address learning needs. • Attend regular supervision and service reviews with the Program Manager to monitor the service delivery and performance. • Participate as a collaborative and supportive team member, contributing to the overall effectiveness of the team and outcomes for young people • Comply with the BYS Code of Conduct to ensure ethical and professional practice • Attend supervision and performance appraisal with the Program Manager to monitor service delivery and performance • Attend training and professional development opportunities to address learning needs • Where agreed with Program Manager, supervise students, project workers and volunteers to support the team and safeguard the quality of the service.
Administration	<ul style="list-style-type: none"> • Implement administration relating to the service, including accurate records, client files, correspondence and statistics. • Prepare reports as required. • Maintain accurate and timely record keeping and data collection. • Maintain mandatory reporting in collaboration with the Program Manager. • Implement relevant service standards to ensure quality service provision. • Undertake any other tasks as required.

This Position Description forms part of the performance management framework for the Youth Support Worker position. 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:	
Managers Name:		Signature:		Date:	