

## C5.51 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

With a vision to provide 'New Futures for Young People', BYS has been operating in Fortitude Valley since 1977. In that time, we have helped tens of thousands of young people (aged 12-25) experiencing homelessness or at risk of becoming homeless, and their accompanying children. We assist vulnerable young people to find and maintain appropriate housing, address physical and mental health issues, establish support networks and engage in education, employment and training.

BYS is a registered Charity, accredited under the Human Services Quality Framework and the National Regulatory System for Community Housing Providers.

As an Incorporated Association 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:

- Information, health education, advice, support and advocacy across a range of issues
- Access to emergency financial assistance
- Crisis and transitional housing and tenancy support
- Specialist programs for young women and young families
- Medical clinic
- Mental health services
- Drug intervention, education and support
- Activities, arts and life-skills programs
- Street outreach
- On-site visits from Centrelink and QPILCH (legal)

You can visit [www.brisyouth.org](http://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 up to four (4) 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 in regard to the selection criteria. Referees will only be contacted after an interview.
- d) certified copies of qualifications relevant to the position you are applying for.

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 give examples that show 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.

Shortlisted applicants will be contacted for an interview.

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

### INTERVIEW PROCESS

Short-listed 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.

**REFEREE 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 a 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 contacted by telephone and advised that post has been filled. Selection feedback is available should you request it.

<b>For further queries about the position please contact:</b>	Kristin Penhaligon Manager-Phoenix House
<b>Phone:</b>	07 3620 2400
<b>Email:</b>	<a href="mailto:admin@brisyouth.org">admin@brisyouth.org</a>

**Applications close at 5pm 25 March 2019**

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

Kristin Penhaligon

Email your application to:	Or post to:	Or deliver to:
<a href="mailto:admin@brisyouth.org">admin@brisyouth.org</a>	PO Box 1389 Fortitude Valley, QLD 4006	42 McLachlan St Fortitude Valley, QLD 4006

**ATTACHMENTS:**

- C4.27 Position Description
- C4.25 Job Application Form

## POSITION DESCRIPTION

<b>Position title:</b>	Youth Worker		
<b>Program/Team:</b>	Phoenix House		
<b>Employment type &amp; hours</b>	Shift work / Permanent Part Time		
<b>Award conditions:</b>	SCHADS Award 2010	<b>Remuneration:</b>	TPEO Level 1.1 Crisis Accommodation Worker
<b>Working from:</b>	Carina		
<b>Reporting relationship:</b>	Reports to the Coordinator – Phoenix House		
<b>Qualifying period:</b>	6 months		
<b>Primary purpose of position:</b>	Youth Workers are required to provide young people with safe and appropriate accommodation, case management, support, advocacy, and information to assist young people to make informed choices about their lives.		

**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 two pages in total.

SELECTION CRITERIA	<ol style="list-style-type: none"> <li>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.</li> <li>2. Demonstrated experience working holistically with vulnerable young people, using brief solution focussed crisis interventions and ongoing case managed support, and experience building trusting relationships with marginalised young people.</li> <li>3. Strong communication skills, including oral and written skills, writing report and case files, collaborating with community services, and the ability to liaise effectively with young people and advocate on their behalf.</li> <li>4. Strong planning, task management and organisational skills and the ability to work independently in a supported accommodation setting.</li> <li>5. The ability to contribute positively within a team to deliver a high quality service and outcomes for young people.</li> </ol>
Qualifications, Checks and References (Mandatory)	<ul style="list-style-type: none"> <li>• A tertiary qualification in Human Services, Social Work or similar, or at least five years' experience in a similar role.</li> <li>• A current "C" class Queensland driver's licence.</li> <li>• Working with Children Suitability positive notice (Blue Card).</li> <li>• Provide three relevant referees, including current or most recent manager.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience building trusting working relationships with marginalised young people and providing targeted interventions.</li> <li>• Ability to facilitate individual and group activities providing positive engagement with young people.</li> <li>• Experience developing networks and collaborative relationships with internal and external service providers.</li> <li>• Experience using client management systems, case file notations and Microsoft products.</li> </ul>
Attributes	<ul style="list-style-type: none"> <li>• Understanding of and commitment to BYS vision, objectives and Practice Framework.</li> <li>• Self-reflective and critical thinking skills.</li> <li>• Personal drive and integrity.</li> <li>• Consultative and collaborative working attitude.</li> <li>• Flexible, self-directing, inclusive, respectful, ethical, accountable.</li> <li>• Commitment to a learning culture and ongoing professional development.</li> </ul>

## KEY RESULT AREAS – Roles and responsibilities

Service Delivery	<ul style="list-style-type: none"> <li>• Provide safe and appropriate accommodation and support to young people and respond to their needs by providing supervision, emotional support, social and living skills development, recreational opportunities, conflict resolution.</li> <li>• Support young people in achieving their defined goals.</li> <li>• Assist in implementing structured and informal living skills strategies for young people.</li> <li>• Provide on call support to other BYS residential clients, when applicable.</li> <li>• Assess risk and respond with appropriate interventions to ensure workplace safety and wellbeing.</li> <li>• Undertake household duties such as cooking, cleaning, and to assist young people to maintain a reasonable standard of cleanliness.</li> </ul>
Service operation and development	<ul style="list-style-type: none"> <li>• Implement relevant service standards to ensure quality service provision.</li> <li>• Provide constructive feedback on service / program delivery to the Program Coordinator.</li> <li>• Liaise with the Program Coordinator in a timely manner to provide feedback or raise issues regarding a young person, maintenance and repairs, staffing issues etc.</li> <li>• Maintain daily shift reports and other paperwork as required.</li> <li>• Provide resources and networking information to the young people.</li> </ul>
People and Culture	<ul style="list-style-type: none"> <li>• Comply with the BYS Code of Conduct to uphold ethical and professional practice.</li> <li>• Collect and maintain accurate client data, to contribute to monitoring, evaluation and reporting on program performance.</li> <li>• Participate in both quantitative and qualitative data collection to support BYS continual quality improvement.</li> <li>• Participate in team meetings as required.</li> <li>• Participate as a collaborative and supportive team member, contributing to the overall effectiveness of the service and outcomes for young people.</li> <li>• Attend supervision and performance appraisal with the Program Coordinator to monitor service delivery and performance.</li> <li>• Attend professional development opportunities to address learning needs.</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Maintain accurate and timely records and data collection, including financial expenditure.</li> <li>• Maintain mandatory reporting in collaboration with the Program Coordinator.</li> <li>• Transport groups and individuals to appointments, meetings, and any other activities as required.</li> <li>• Undertake any other tasks as required.</li> </ul>

## WORKING HOURS AND CONDITIONS

- The Youth Workers are required to be available to work Monday - Friday (night shifts), Saturday (day & night shifts) and Sunday (day and nightshifts). Penalties and shift allowances apply.
- All night shifts have a sleepover component of 8 hours and attract the SCHADS sleepover allowance.
- There is 'on-call' support via phone support or physical assistance, if necessary.
- A weekly staff meeting is held on– you will be invited if you need to attend and be paid accordingly.

*This Position Description forms part of the performance management framework for the Youth 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.*

<b>Employee Name:</b>		<b>Signature:</b>		<b>Date:</b>	
<b>Managers Name:</b>		<b>Signature:</b>		<b>Date:</b>	

## 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.

<b>Position Title:</b>	<b>Youth Worker</b>	<b>Closing date:</b>	<b>25/03/2019</b>	
<b>Applicant:</b>	<b>Name:</b>			
	<b>Address:</b>			
		<b>Post code:</b>		
	<b>Day time phone:</b>		<b>Mobile:</b>	
	<b>Email address:</b>			
<b>Place of birth:</b>	<b>Town / City:</b>		<b>Date of birth:</b> / /	
	<b>Country:</b>			
<b>Work eligibility:</b>	<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)	<b>Expiry date:</b>	/ /	
	<input type="checkbox"/> Other visa: (Copy must be attached)	<b>Expiry date:</b>	/ /	
<b>Blue Card:</b>	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:		<b>Expiry date:</b> / /	
	If no, have you applied for a Blue Card?	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>Date lodged:</b> / /	
<b>Drivers licence:</b>	Do you have a current Queensland driver's licence?		<input type="checkbox"/> YES <input type="checkbox"/> NO	
<b>Health conditions</b>	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:			
<b>Where did you find out about this position?</b>	<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:		

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

<b>Equal employment opportunity / diversity information</b>	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
<b>Qualifications:</b>	What tertiary qualifications do you hold: (Copies must be attached)	
<b>Start date:</b>	If the position was offered to you, when are you available to start work?	/ /
<p><b>Authorisation and Understanding</b></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>		
<b>Signature:</b>		<b>Date:</b> / /