

POSITION DESCRIPTION

Position Title:	Youth Worker		
Program/Team:	Housing Services 24/7 Residential Houses		
Employment Type & Hours:	Casual hours Including Shiftwork and Sleepovers. Penalties and shift allowances apply.		
Award Conditions:	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	Remuneration:	Crisis Accommodation Worker Level 1
Working From:	Phoenix House Old Cleveland Road, Carina Sandgate House Kempster Street Sandgate and/or Windsor House Somerset Street, Windsor		
Reporting Relationship:	Reports to the House Manager		
Probation Period:	6 months		
Primary Purpose of Position:	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 not more than two [2] pages in total.			
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, and experience building trusting relationships with marginalised young people 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 4. Strong planning, task management and organisational skills and the ability to work independently in a supported accommodation setting 5. The ability to contribute positively within a team to deliver a high-quality service and outcomes for young people 		
Education, Qualifications, Requirements [Mandatory]:	<ul style="list-style-type: none"> • A tertiary qualification or working towards (studying) in Social Work, Psychology, or Social Sciences or similar experience • Current Queensland driver's license • Working with Children Suitability Card [Blue Card] / willingness to obtain a Blue Card prior to commencement • Evidence of vaccination, immunity, or medical exemption for the following preventable diseases prior to commencement: Measles, Mumps, Rubella and Varicella [Chicken Pox]; Pertussis [Whooping Cough]; Hepatitis B [health team workers only] and COVID-19 • Three relevant references, including most recent Manager, if relevant 		

Skills & Experience:	<ul style="list-style-type: none"> • Experience building trusting working relationships with marginalised young people and providing targeted interventions • Ability to facilitate individual and group activities providing positive engagement with young people • Experience developing networks and collaborative relationships with internal and external service providers • Experience using client management systems, case file notations and Microsoft products
Personal Attributes:	<ul style="list-style-type: none"> • Personal drive and integrity • Consultative and collaborative working attitude • Flexible, initiative, collaborative, inclusive, respectful, ethical, accountable • Commitment to a learning culture and ongoing professional development
KEY RESULT AREAS – Roles and Responsibilities	
Housing Services 24/7:	<ul style="list-style-type: none"> • 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 • Support young people in achieving their defined goals • Assist in implementing structured and informal living skills strategies for young people; • Provide on call support to other BYS residential clients, when applicable • Assess risk and respond with appropriate interventions to ensure workplace safety and wellbeing • Implement relevant service standards to ensure quality service provision • Liaise and provide constructive feedback on service / program delivery or raise issues regarding a young person, maintenance and repairs, staffing issues etc. to the House Manager or Housing Services Senior Manager • Maintain daily shift reports and other electronic and physical paperwork as required • Provide resources and networking information to the young people • Undertake household duties such as cooking, cleaning, and to assist young people to maintain a reasonable standard of cleanliness • 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 • Undertake risk assessments appropriate to the task
People, Culture, Safety:	<ul style="list-style-type: none"> • Contribute to a culture of respect, optimism, accountability and resilience in line with the organisation's values • Attend supervision with Line Manager (at least monthly) to monitor the service and performance • Participate in staff meetings, service reviews and organisational planning • Participate as a collaborative and supportive team member, contributing to the overall effectiveness of the team and outcomes for young people • Undertake and participate in staff training and development activities as required • Protect and promote the rights of children and young people, including making decisions compatible with the <i>Human Rights Act 2019</i>; and responding to and reporting suspicions and disclosures of abuse or harm • Employees must ensure a healthy and safe workplace for all by adhering to BYS Work Health and Safety Policy, Procedures and Practices

	<ul style="list-style-type: none"> • Transport groups and individuals to appointments, meetings, and any other activities as required
Administration:	<ul style="list-style-type: none"> • Implement administration relating to the service, including accurate data, client files, correspondence, and financial records • Submit timesheets and leave requests accurately and on time on a fortnightly basis, in accordance with relevant legislation and organisational policy and procedure • 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 • Maintain mandatory reporting in collaboration with the Line Manager • Implement relevant service standards to ensure quality service provision • Undertake any other tasks as required
WORKING HOURS and CONDITIONS	
Shiftwork & Casuals:	<ul style="list-style-type: none"> • Youth Workers are required to have availability 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 eight [8] hours and attract the SCHADS sleepover allowance • There is 'on-call' support via phone support or physical assistance, if required • Youth Workers are required to attend a monthly staff meeting where they are paid for their attendance

The changing demands of BYS's organisation requires it to have reasonable flexibility in stipulating the duties that you will undertake from time to time. You will be required to perform any other duties for which you have the appropriate skill and/or training which are assigned to you by BYS, and these responsibilities do not limit what may be reasonably be requested of an employee during the course of their employment. 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 Name:		Signature:		Date:	