

About Brisbane Youth Service

Thank you for your interest in the **Part-time or Casual Youth Worker** roles with Brisbane Youth Service!

Brisbane Youth Service (BYS) has worked with homeless and vulnerable young people (aged 12 to 25 years) and young families in Brisbane and surrounding areas since 1977.

A leader in the community services industry, BYS provides housing, physical and mental health services as well as specialist programs for young women and young families, to assist them to overcome challenges and achieve life goals. BYS uses a client-centred, strengths-based practice approach when working with young people.

BYS supports each young person to identify their goals and holistically address the range of challenges they face. Even with brief support from BYS, most young people can move out of crisis and towards a better future.

Through research and evaluation programs, BYS builds knowledge to develop innovative supports, improve outcomes, and to raise awareness of issues impacting vulnerable young people in our community.

Currently, we have almost a hundred staff operating across six locations around Brisbane.

Our Vision

New futures for young people

Our Values (R.O.A.R)

Respect

Optimism

Accountability

Resilience

Our Commitment

To promote a just society for young people



88%

of young people told us that they are **happy that workers listen to them and they have a say** in their support at BYS.



For outstanding performance in work practices and employee engagement.

Employee Value Proposition

We value our people

We value our people and the contribution they make to the community and the lives of the young people we support. That's why we have invested in our Employee Value Proposition, to make our employees' experience a memorable and rewarding one.

And we're so excited to announce we've just won the Voice Projects **Best Workplace Award for 2022!**

By joining us at Brisbane Youth Service (BYS), you will benefit from the following:

- Additional annual leave (5.5 weeks pro rata)
- Warm, friendly, and values-driven culture
- Generous salary packaging options
- Long service leave entitlement after five years' continuous service
- Annual professional development budget
- Career development opportunities
- Flexible working arrangements
- Paid study leave and parental leave to eligible employees

Why our employees stay with BYS:

1. **Meaning:** "Our work positively supports and changes young people's lives and that gives me a sense of purpose."
2. **Team:** "I work with a great team who treat me with respect and genuinely care about me. We share the same goals and provide each other with feedback and support to achieve them."
3. **Flexibility:** "I have the flexibility to work the hours that meet my personal and family needs."
4. **Role:** "I have the autonomy to complete interesting and challenging work tasks."
5. **BYS mission, vision, and values:** "We live and breathe BYS's purpose, vision and values by putting young people at the centre of our decisions and how we work."
6. **Development:** "My manager is supportive of my professional development."



WHAT YOUNG PEOPLE SAY ABOUT BYS

“ You were there for us when no one else was and **100% always had our backs.** You helped us to create a real home for our little family. ”

“ I was homeless and had no one else to rely on, BYS provided me with **reliable consistent support** to help me back on my feet. ”



Youth Worker

Position Description

Position Title:	Youth Worker		
Program/Team:	Housing Services 24/7 Residential Houses		
Employment Type & Hours:	Shiftwork Permanent Part-time 27 hours per week Casual Various shifts available Includes sleepover shifts – penalties and shift allowances apply		
Award Conditions:	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	Remuneration:	CAW Level 1
Working From:	Somerset Street, Windsor and/or other BYS offices		
Reporting Relationship:	Reports to the House Manager		
Probation Period:	Six [6] months		
Primary Purpose of Position:	Youth Workers are required to provide young people with safe and appropriate accommodation, planned support, advocacy, and information to assist young people to make informed choices about their lives.		
In addition to submitting a resume or CV applicants must address the selection criteria [below] in their cover letter to be considered for shortlisting			
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]; 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 		

	<ul style="list-style-type: none"> • 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, self-directed 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 • 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:	<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 staff meeting every two [2] months, where they are paid for their attendance • Youth Workers are required to have a minimum break of eight [8] hours between shifts, including from one employer to another, and must notify their line manager of any potential conflicts in rosters immediately • Youth Workers with more than one employer must notify BYS by completing an A2.09 Disclosure of a Conflict of Interest / Commitment Form

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 requested of an employee during the course of their employment.

How to Apply

Thank you for taking the time to review this position and for considering working with Brisbane Youth Service.

To apply, please email your **(1) Cover letter addressing the selection criteria** along with your **(2) CV** to Mel Bradford, HR Manager, at hr@brisyouth.org.

Applications for this position close **5:00p.m. Wednesday 29 March 2023**.

Interviews may take place progressively for successfully shortlisted applicants with immediate starts available. The position may be withdrawn earlier than the close date if an applicant is successfully appointed prior.

We look forward to hearing from you!



Join Brisbane Youth Service
to **make a difference**
in the lives of vulnerable young
people and their families.

