

About Brisbane Youth Service

Thank you for your interest in the **Assertive Outreach Senior Practitioner** role 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.

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.

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

- Additional annual leave (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. ”



Assertive Outreach Senior Practitioner

Position Description

Position Title:	Assertive Outreach Senior Practitioner		
Program/Team:	Intake and Brief Intervention Team		
Employment Type & Hours:	Full Time 76 hours per fortnight for 6-month contract, in line with current funding agreement Varied work-hours Monday to Friday which may include early morning and night outreach from 6:00a.m. to 12:00 midnight Applicable shift allowances will apply		
Award Conditions:	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	Remuneration:	SACS Level 5
Working From:	Kingsford Smith Drive, Hamilton; McLachlan Street, Fortitude Valley; and/or other BYS offices		
Reporting Relationships:	Reports to the Intake and Early Intervention Senior Manager Has one [1] direct report		
Probation Period:	Six [6] months		
Primary Purpose of Position:	This position leads assertive outreach strategies and service delivery at BYS, working in close collaboration with a number of service providers including internal stakeholders and agencies within the wider community. This position directs and delivers assertive outreach to identify, engage, and work with young people who are homeless or at risk of homelessness, to achieve sustainable outcomes.		
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. Understanding of and commitment to BYS vision, objectives and practice framework2. Experience of outreach with vulnerable young people from diverse backgrounds, and the ability to build trusting and positive relationships to deliver solution-focused crisis and early interventions3. Highly developed skills in holistic assessments of a young person with complex needs, including risk assessments and safety planning4. Strong communication and interpersonal skills to develop networks and collaborative relationships with a range of external providers and supports; and the ability to advocate effectively on behalf of young people5. Ability to provide effective practice leadership to outreach workers and undertake risk assessments and safety planning6. Strong organisational and planning skills and the demonstrated ability to work independently and prioritise and manage competing demands7. Ability to provide practice support, supervision and debriefing to others		
Education, Qualifications, Requirements [Mandatory]:	<ul style="list-style-type: none">• A tertiary qualification in Social Work, Human Services, Psychology, Social Sciences or comparable qualification OR substantial demonstrated experience in a related field• Current Queensland driver’s license		

	<ul style="list-style-type: none"> • Working with Children Suitability Card [Blue Card] / willingness to obtain a Blue Card prior to commencement • National Police Clearance • 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 • National Police Check Clearance • Three relevant references, including most recent manager, if relevant
Skills & Experience:	<ul style="list-style-type: none"> • Experience working with vulnerable young people • Experience in a front-line service delivery setting (desirable) • Experience working collaboratively with other agencies
Personal Attributes:	<ul style="list-style-type: none"> • Personal drive and integrity and ability to stay calm under pressure • 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	
Leadership:	<ul style="list-style-type: none"> • Provide supervision to Assertive Outreach workers and ensure the delivery of safe and effective services in line with program guidelines and the BYS Practice Framework • Experience in managing and mitigating operational risks in service delivery • Engage in Therapeutic Crisis Intervention (TCI) training to enhance safe work practices and build staff capability through regular training and support • Lead use of the AVHTT (Australian Vulnerability to Homelessness Triage Tool) and participate in the Brisbane Zero Youth Coordination Group – facilitate regular meetings, maintain strong working relationships and utilise data to drive outcomes for young people experiencing homelessness • Demonstrate leadership qualities such as ability to mentor, support and guide; provide debriefing [including incident debriefing] to colleagues, as required, and model the BYS core values of Respect, Optimism, Accountability and Resilience • Plan and support team induction processes including practice mentoring and shadowing opportunities for new team members • Use project management tools [Asana] to update project and prepare reports as required
Service Delivery:	<ul style="list-style-type: none"> • Provide practice leadership to the Assertive Outreach team, driving and contributing to the delivery of a creative and flexible service for young people with complex needs and situations, who may be hard to engage or resistance to services • Use the AVHTT in street based assertive outreach to identify and support young people and mentor/coach other staff in using the AVHTT.

	<ul style="list-style-type: none"> • Develop networks and collaborative relationships with a range of external providers, organisations, agencies, hostels, other homelessness services, pharmacies, needle exchanges, housing providers, police, council and community groups who promote positive initiatives and outcomes for vulnerable young people • Work collaboratively with internal teams and service providers to facilitate timely referrals and support young people to access housing, legal, physical and mental health support, education and employment, and engage with their community • Actively attempt to re-engage vulnerable young people who have dropped out or have become detached from services using a range of evidence-based tools and techniques • Support young people who decline structured services by helping to best-meet their needs through collaboration with external agencies • Transport groups and individuals to appointments, meetings, and any other activities as required
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 • Participate in regular supervision to monitor service delivery and evaluation and collaborate on high-risk planned support and self-care initiatives • Provide effective supervision to team members and maintain supervision records in line with BYS policies • Participate as a collaborative and supportive team member, contributing to the overall effectiveness of the team and outcomes for young people • Participate in quality practice reviews, all-staff days, organisational planning and identify and participate in training and professional development opportunities • Protect and promote the rights of children and young people, including making decisions compatible with the Human Rights Act 2019; and responding to and reporting suspicions and disclosures of abuse or harm • Ensure a healthy and safe workplace for all by adhering to BYS Work Health, Safety and Wellbeing Policy, Procedures and Practices • Actively participate to deliver the BYS Reconciliation Action Plan [RAP] initiatives and measurable actions that support Aboriginal and Torres Strait Islander equality across our organisation
Administration:	<ul style="list-style-type: none"> • Undertake all administrative functions relating to the role and ensure accurate and timely records are created and maintained in accordance with relevant legislation and organisation policies • 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 • Undertake any other duties as required

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 **the HR team** at hr@brisyouth.org.

Applications for this position close **9.00 am, Friday, 19 January 2024**.

Applications will be reviewed and shortlisted as they are submitted.

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.

