

About Brisbane Youth Service

Thank you for your interest in the **Dual Diagnosis Counselling Coordinator** 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. ”



Dual Diagnosis Counselling Coordinator

Position Description

Position Title:	Dual Diagnosis Counselling Coordinator		
Program/Team:	Mental Health & AOD Team		
Employment Type & Hours:	Full Time 76 hours per fortnight		
Award Conditions:	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	Remuneration:	SACS Level 5
Working From:	The HUB Fortitude Valley and/or other BYS offices		
Reporting Relationships:	Reports to the MHAOD Manager		
Probation Period:	Six [6] months		
Primary Purpose of Position:	The Dual Diagnosis Counselling Coordinator leads the Alcohol and other Drugs [AOD] counselling program that supports young people at-risk or experiencing homelessness and multiple vulnerabilities to achieve their personal goals around alcohol and other drug use. The position oversees the counselling student placements and provides crisis intervention and counselling support, delivered individually and in groups; and works collaboratively with the community to effectively respond to issues associated with alcohol and other drug use.		
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 framework 2. A high level of understanding of young people’s alcohol and other drug use and trends, and demonstrated ability to implement crisis and therapeutic interventions aligned with BYS’ and the Health Team practice framework; 3. Ability to oversee the counselling program to deliver services in line with program guidelines, funding requirements and contractual obligations; 4. Ability to support operational functioning including the collection and reporting of client data as required; and the appropriate use of allocated funding in the budget; 5. Sound and effective communication skills and an ability to engage with vulnerable young people, professionals, colleagues, service providers, and health practitioners. 		
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 • 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, 		

	<p>Mumps, Rubella and Varicella [Chicken Pox]; Pertussis [Whooping Cough]; Hepatitis B [health team workers only] and COVID-19</p> <ul style="list-style-type: none"> • 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, particularly in AOD counselling • Experience in a front-line service delivery setting working collaboratively with other agencies • Sound planning, leadership and organisational skills • Knowledge of, and skills using client management and reporting software
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"> • Manage, identify, mitigate and monitor operational risks in service delivery and actively use risk management systems to ensure the safety of staff, young people and the community • 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 projects and prepare reports as required
Service Delivery:	<ul style="list-style-type: none"> • Provide supervision to the counselling student placements and coordinate the delivery of AOD counselling in line with program guidelines, BYS Practice Framework and the Health Services Clinical Governance Framework • Provide staff capacity building and professional development across BYS within the scope of AOD practice with young people • Engage young people and manage a limited caseload to provide needs assessment, information, advice, brief and crisis intervention, counselling, individually negotiated support planning, and advocacy to reduce the harm associated with alcohol and other drug use • Link young people with other drug treatment and health services where needed to facilitate ongoing support and treatment and support clients to access emergency assistance, housing, legal assistance, mental health support, education, training, and social activities so they can meet their identified needs and goals • Shared responsibility for operating a needle and syringe program for harm reduction • Participate in staff meetings and organisational planning to contribute to the monitoring and development of BYS programs and services

	<ul style="list-style-type: none"> • Develop collaborative relationships with internal and external service providers • Participate in staff training and development activities as required • Experience in identifying and mitigating operational risks in service delivery
People, Culture, Safety:	<ul style="list-style-type: none"> • Contribute to a culture of respect, optimism, accountability and resilience in line with organisational 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 relevant team members and maintain supervision records in line with BYS policies • 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 • Create a trusting, cohesive environment where people can express opinions and those opinions are heard • Comply with the BYS Code of Conduct to ensure ethical and professional practice • 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 First Nations 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 BYS policies • Ensure the timely, consistent and accurate completion of client data records, including planned support and reviews, intake and outcomes assessment data, to contribute to monitoring, evaluation and reporting on program performance and outcomes • 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 or tasks 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, Monday, 12 February 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.

