

## About Brisbane Youth Service

Thank you for your interest in the **Intake and Brief Intervention Worker [Identified]** 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 over one hundred staff operating across seven locations throughout 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



For outstanding performance in work practices and employee engagement.

## 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.

There's a great culture of doing good work while ensuring our staff are happy and healthy. We have plenty of initiatives to get involved in, including the RAP committee, Health & Wellbeing, Green Team etc. and were the proud recipients of The Voice Project's **Workplace of the Year for 2022**.

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

- Additional leave entitlements:
  - 5.5 weeks pro-rata annual leave entitlement as standard
  - 6.5 weeks long service leave pro-rata entitlement after 5 years' continuous service
  - 2 weeks paid study leave pro-rata per annum for eligible employees
  - 6 weeks paid (genderless) parental leave pro-rata for eligible employees
- Generous not-for-profit salary packaging benefits up to \$18,549.00 per FBT year
- Flexible working arrangements to fit individual work-life integration and endorse the use of personal leave for mental health days
- Warm, friendly, and values-driven culture
- Designated time to catch up one-on-one between staff and line managers and annual professional development reviews that look at achieving longer-term career development opportunities
- Access to professional counselling as part of employee benefits package (EAP)
- Consultation and feedback processes embedded in workplace culture
- Annual professional development budget to eligible employees
- Organisational-wide training program and 6 all-staff training days per year

## 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. **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."
5. **Development:** "My manager is supportive of my professional development."

“ 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. ”



[brisyouth.org](https://brisyouth.org)

## Intake and Brief Intervention Worker [Identified]

### Position Description

<b>Position Title:</b>	Intake and Brief Intervention Worker [Identified]		
<b>Identified Position:</b>	<b>Identified positions at BYS are considered an equal opportunity special measure under section 105 of the Queensland Anti-Discrimination Act 1991</b>		
<b>Program/Team:</b>	Hub Intake Team		
<b>Employment Type &amp; Hours:</b>	Full-time   76 hours per fortnight for a 6-month contract in line with current funding agreement		
<b>Award Conditions:</b>	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	<b>Remuneration:</b>	SACS Level 4
<b>Working From:</b>	McLachlan Street, Fortitude Valley Kingsford Smith Drive, Hamilton Assertive Outreach areas and/or other BYS offices		
<b>Reporting Relationships:</b>	Reports to the Hub Intake Manager		
<b>Probation Period:</b>	Six [6] months		
<b>Primary Purpose of Position:</b>	This position provides young people who are homeless or at risk of homelessness with solution focused crisis and brief interventions and thorough assessment and referrals, both internal to BYS and to the wider community.		
<b>In addition to submitting a resume or CV applicants must address the selection criteria [below] in their cover letter to be considered for shortlisting</b>			
<b>Selection Criteria:</b>	<ol style="list-style-type: none"> <li>1. Understanding of and commitment to BYS vision, objectives and practice framework</li> <li>2. Demonstrated understanding of the issues impacting young people experiencing or at risk of homelessness</li> <li>3. Demonstrated ability to undertake thorough assessments of a young person's situation and support needs, including risk assessments and safety planning</li> <li>4. Demonstrated ability to work holistically with vulnerable young people, building trusting relationships and delivering solution focussed crisis and early interventions</li> <li>5. Strong communication skills, including interpersonal skills and writing skills and the ability to advocate effectively on behalf of young people</li> <li>6. Strong organisational and planning skills and the demonstrated ability to work independently and prioritise and manage competing demands</li> </ol>		
<b>Education, Qualifications, Requirements [Mandatory]:</b>	<ul style="list-style-type: none"> <li>• A Certificate III or above in Youth Work, Community Services or similar OR demonstrated experience in a related field</li> <li>• Current Queensland driver's license</li> <li>• Working with Children Suitability Card [Blue Card] / willingness to obtain a Blue Card prior to commencement</li> <li>• 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</li> <li>• National Police Check Clearance</li> <li>• Three relevant references, including most recent Manager, if relevant</li> </ul>		
<b>Skills &amp; Experience:</b>	<ul style="list-style-type: none"> <li>• Experience working with vulnerable young people</li> <li>• Experience in a front-line service delivery setting (desirable)</li> </ul>		

	<ul style="list-style-type: none"> <li>• Experience working collaboratively with other agencies</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• Personal drive and integrity and ability to stay calm under pressure</li> <li>• Consultative and collaborative working attitude</li> <li>• Flexible, initiative, collaborative, inclusive, respectful, ethical, accountable</li> <li>• Commitment to a learning culture and ongoing professional development</li> </ul>
<b>KEY RESULT AREAS – Roles and Responsibilities</b>	
<b>Service Delivery:</b>	<ul style="list-style-type: none"> <li>• Provide intake, assessment, early intervention and planned support including identifying housing goals, tenancy skills and other supports for vulnerable young people</li> <li>• Participate in shared organisational service delivery including Needle and Syringe Exchange and Assertive Outreach through rostered HUB and temporary supported accommodation-based face-to-face, phone and mobile support including home visits</li> <li>• Facilitate referrals and support young people to access housing, legal, physical and mental health support, education and employment, and engage with their community</li> <li>• Facilitate appropriate referrals of young people where ongoing support is required</li> <li>• Create and maintain case plans and case notes in line with organisational policies and procedures</li> <li>• Experience in identifying and mitigating operational risks in service delivery</li> <li>• Develop collaborative relationships with internal and external service providers</li> <li>• Assist with keeping shared service delivery space clean and operational</li> <li>• Participate in case planning, review, service planning and quality practice development activities as required</li> <li>• Transport groups and individuals to appointments, meetings, and any other activities as required</li> </ul>
<b>People, Culture, Safety:</b>	<ul style="list-style-type: none"> <li>• Contribute to a culture of respect, optimism, accountability and resilience in line with organisational values</li> <li>• Participate in regular supervision to monitor service delivery and evaluation and collaborate on high-risk planned support and self-care initiatives</li> <li>• Where agreed with the line manager, supervise students, project staff and volunteers</li> <li>• Participate as a collaborative and supportive team member, contributing to the overall effectiveness of the team and outcomes for young people</li> <li>• Participate in quality practice reviews, all-staff days, organisational planning and identify and participate in training and professional development opportunities</li> <li>• 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</li> <li>• Ensure a healthy and safe workplace for all by adhering to BYS Work Health, Safety and Wellbeing Policy, Procedures and Practices</li> <li>• 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</li> </ul>

<b>Administration:</b>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Submit timesheets and leave requests accurately and on time on a fortnightly basis, in accordance with relevant legislation and organisational policy and procedure</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>• Undertake any other duties or tasks as required</li> </ul>
------------------------	---

## 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](mailto:hr@brisyouth.org).

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

Interviews may take place progressively for successfully shortlisted applicants with an immediate start 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.

