

## POSITION DESCRIPTION

<b>Position Title:</b>	Youth Liaison Worker		
<b>Program/Team:</b>	Intake and Brief Intervention 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 3
<b>Working From:</b>	McLachlan Street, Fortitude Valley		
<b>Reporting Relationships:</b>	Reports to the Intake and Brief Intervention Manager		
<b>Probation Period:</b>	Six [6] months		
<b>Primary Purpose of Position:</b>	This position will support young people and staff with day-to-day operational coordination, including responding to phone enquiries, managing a high-volume waiting space and assisting young people to navigate access to BYS and visiting services.		
<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 capacity to undertake frontline reception duties via telephone, online communications, and face-to-face</li> <li>3. Demonstrated ability to undertake brief assessments of a young person's situation and support needs, including initial risk assessments and referral to other workers</li> <li>4. Sound communication and interpersonal skills and a demonstrated capacity to interact positively with vulnerable young people and liaise with internal and external stakeholders</li> <li>5. Sound organisation skills and effective time management with the ability to prioritise work.</li> <li>6. Ability to manage sensitive information and maintain a high degree of confidentiality</li> <li>7. Ability to use initiative in the workplace and demonstrate problem solving skills</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>• National Police Check Clearance</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>• Two relevant references, including most recent Manager</li> </ul>		
<b>Skills &amp; Experience:</b>	<ul style="list-style-type: none"> <li>• Experience in a front-line service delivery setting [desirable]</li> <li>• Front office reception dealing directly with clients and members of the public [in a community service setting is desirable]</li> <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>Role and Responsibilities</b>	
<b>Service Delivery:</b>	<ul style="list-style-type: none"> <li>• Welcoming young people into BYS youth support centre and reception spaces</li> <li>• Responsible for coordinating the youth support centre reception space and connecting young people with workers and services</li> <li>• Respond effectively and triage high-volume of phone enquiries. Complete brief assessments and provide crisis and brief interventions with young people</li> <li>• Provide centre-based and phone support</li> <li>• Create case notes in line with organisational policies and procedures</li> <li>• Assist with keeping shared service delivery space clean and operational</li> <li>• Collect and maintain accurate client data, to contribute to monitoring evaluation</li> <li>• Participate in both quantitative and qualitative data collection to support BYS continual quality improvement and evaluation on program performance including BNL and Brisbane Zero</li> <li>• Participate in staff training and development 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>• Participate as a collaborative and supportive team member, contributing to the overall effectiveness of the team and outcomes for young people</li> <li>• Model ethical behaviours in line with the BYS Code of Conduct and consistently apply ethical standards to self and others</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 First Nations equality across our organisation and services</li> </ul>

<b>Administration:</b>	<ul style="list-style-type: none"> <li>• Front office reception duties providing effective, courteous and prompt communication</li> <li>• Undertake all administrative functions and financial accountability relating to the role and ensure accurate and timely records are created and maintained in accordance with relevant legislation and BYS policies</li> <li>• 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</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, timely client data and contribute to program-specific and organisation-wide monitoring, evaluation and learning activities</li> <li>• Prepare reports as required</li> <li>• Keeping track of inventory and ordering supplies</li> <li>• Assist with medical clinic administration using Best Practice software</li> <li>• Undertake any other duties or tasks as required</li> </ul>
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*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. As the successful applicant, you are required to sign and date this Position Description to demonstrate your commitment to fulfill this role in accordance with the key result areas outlined above.*

<b>Employee Name:</b>		<b>Signature:</b>		<b>Date:</b>	
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