

POSITION DESCRIPTION

Position Title:	Youth Worker [Ruby's Family Worker]		
Program/Team:	Early Intervention Team		
Employment Type & Hours:	Part-time Position to 30 June 2026 (in line with current funding proposal) Includes evening, weekend, sleepover and overnight awake shifts – penalties and shift allowances apply		
Award Conditions:	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	Remuneration:	CAW Level 3
Working From:	Ruby's House, Annerley, and/or other BYS offices		
Reporting Relationships:	Reports to the Early Intervention Manager		
Probation Period:	Six [6] months		
Primary Purpose of Position:	This position provides support to young people aged 12 to 15 years and their families, who are homeless or at risk of homelessness. This role provides evidence-based support within the BYS Ruby's 24/7 Supported Accommodation Program, targeting conflict resolution and improved relationships within families.		
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. Demonstrated understanding of the issues impacting young people and their families experiencing or at risk of homelessness 2. Demonstrated ability to undertake thorough assessments of a young family's situation and support needs, including risk assessments 3. Demonstrated ability to work holistically with vulnerable young people and their families, building trusting relationships and delivering solution focussed crisis and brief interventions 4. Demonstrated experience dealing with conflict and crisis 5. Demonstrated knowledge of therapeutic approaches such as Narrative and Family Therapy 6. Strong communication skills, including interpersonal skills and writing skills and the ability to advocate effectively on behalf of others 7. Strong organisational and planning skills and the demonstrated ability to work independently and prioritise and manage competing demands 		
Education, Qualifications, Requirements [Mandatory]:	<ul style="list-style-type: none"> • A Cert IV in Youth Work 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 • National Police Check 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]; and COVID-19 • Two references, including most recent manager, if relevant 		

Skills & Experience:	<ul style="list-style-type: none"> • Experience working with vulnerable young people who have complex trauma • Knowledge of Adolescent Development • 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
Role and Responsibilities	
Service Delivery:	<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, conflict resolution • Develop and facilitate Activities for young people that will enhance their living skills and help them achieve the goals • Engage with young people and their families in line with Ruby's Principles, Theories and Key Practices • Facilitate harmonious relationships by modelling appropriate behaviour • Undertake household duties such as cooking, cleaning, and to assist young people to maintain a reasonable standard of cleanliness • Assist young people with homework and administrative tasks • Provide updates to young people's family members on their progress via messages, phone calls etc. • Support young people in achieving their defined goals established with the counsellor, house manager, and their families. • Assess risk and respond with appropriate interventions to ensure workplace safety and wellbeing • Liaise and provide constructive feedback on service / program delivery or raise issues regarding a young person, maintenance and repairs, employee issues etc. to the House Manager or Early Intervention Manager • Maintain daily shift reports and other electronic and physical paperwork as required • Report incidents in line with Ruby's Reflective Incident Process • Provide resources and networking information to the young people • 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 employees 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 organisational values • Participate in regular supervision to monitor service delivery and performance and collaborate on high-risk planned support and self-care initiatives • Participate as a collaborative and supportive team member, contributing to the overall effectiveness of the team and outcomes for young people

	<ul style="list-style-type: none"> • Model ethical behaviours in line with the BYS Code of Conduct and consistently apply ethical standards to self and others • 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 and services
Administration:	<ul style="list-style-type: none"> • 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 • 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, timely client data and contribute to program-specific and organisation-wide monitoring, evaluation and learning activities • Undertake any other duties or tasks as required

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.

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.

Employee Name:		Signature:		Date:	
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