



## POSITION DESCRIPTION

<b>Title of Role:</b>	Youth and Family Worker	<b>Classification Level:</b>	5
<b>Business Unit:</b>	PIVOT Program – Frankston Community Programs	<b>Type of Appointment:</b>	Fixed term until 30 June 2023
<b>Division:</b>	Outreach	<b>Position Number:</b>	PN 00001
<b>Award Type</b>	SCHCADS		

### YSAS Vision

A community where all young people are valued included and have every opportunity to thrive.

### YSAS Purpose

To enable young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

### YSAS Values

<b>Honesty</b>	We are impartial and authentic in our practice and in how we relate to colleagues within and outside of our organisation.
<b>Empowerment</b>	We create a positive environment for staff and young people to make valuable contributions.
<b>Accountability</b>	We set high standards and we are answerable for our decisions and actions.
<b>Respect</b>	We respect the rights of others and treat others as we would like to be treated.

### Child Safety

YSAS is a Child Safe organisation. We actively promote the safety and wellbeing of young people, and are committed to protecting young people from harm or abuse who come into contact with and/or access our service. Applicants must undergo rigorous screening and recruitment processes, including providing evidence of current WWCC and National Police Check prior to commencing employment.

### Position Purpose

The Youth Crime Prevention Grants program is part of the Victorian Government's response to youth offending, particularly recidivist offending, tackling the issue through the proven strategy of strengthening the ability of local communities intervening early and diverting young people from criminal behaviour. YSAS is the lead agency to a consortium of partners who will deliver the Crime Prevention Program (Pivot) in the LGA's of Frankston, Casey and Dandenong. In Frankston the program will work with a targeted cohort of young people and their families, identified by statutory bodies, addressing risk/protective factors through tailored support; delivered by a Youth and Family Worker.

The Youth Crime Prevention Program (Pivot) is expected to achieve a reduction in offending behaviour and recidivism among project participants by:

- Decreasing known crime-related risk factors and increasing protective factors;
- Achieving sustained improvement in engagement in school, training and/or employment; and
- Increasing connectedness with the community

This is a dynamic role that provides intensive casework to young people and family focused intervention in an outreach capacity. The role is to support a small caseload of young people and their families via establishing an individually tailored support plan to reduce risks related to offending behaviour and build resilience. Some after-hours work will be required to meet the needs of young people and families.

Collaboration with initiatives led by consortium partners and other community stakeholders will help to drive the success of the model. Development and maintenance of external professional relationships and partnerships is key in order to negotiate outcomes for clients and their families in areas such as; Statutory Services, Education, Employment, Legal services, etc.

Close collaboration and fostering an effective partnership with funded partners Jesuit Social Services, Whitelion, Taskforce and Mission Australia is inherent in the role.

### **Reporting Relationships**

This role reports into the Pivot Team Leader.

This role has as direct reports:

- Nil

### **Key Relationships/Interactions**

The primary stakeholders that this role will interact with are:

- Department of Justice and Community Safety – Community Correctional Services
- Department of Justice and Community Safety – Youth Justice
- Victoria Police
- Funded Partner agencies- Jesuit Social Services, Mission Australia, Taskforce and Whitelion

### **Special Conditions**

Prior to commencement of employment incumbent must provide YSAS assurance of their:

- Working with Children's Check (WWCC).
- Satisfactory National Police Check (NPC).
- Any relevant required professional registrations (e.g. AHPRA, CPA)
- Driver's licence.
- Copies of all relevant qualifications.

Other relevant role information

- It is preferable that incumbents in this role have a current First Aid Certificate (level 2) – this may be completed during incumbent's probation.
- Some out of hours work may be required.
- The incumbent of this role may be required to work at various different YSAS sites depending on YSAS operational requirements.

### **YSAS Conditions**

All YSAS employees are required to work in accordance with including but not limited to:

- Occupational Health and Safety Act 2004 (Victoria)
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Fair Work Act (2009)
- Relevant Awards, Enterprise Agreement
- Duty to maintain privacy and confidentiality
- Smoke Free Workplace
- Code of Conduct

- Child Safety best practice
- Other YSAS policies and procedures, which may be amended from time to time.

## Responsibilities

This position description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Youth and Family Worker is responsible for:

Key Responsibilities	Major Responsibilities	Performance Indicator/Measurement
Service Delivery	<ul style="list-style-type: none"> <li>• Draw on practice experience and knowledge to provide advice and support to the Youth Crime Prevention team of Youth and Family Outreach workers;</li> <li>• Manage a small case load, providing intensive long term case work and service co-ordination (including intensive assertive outreach activities);</li> <li>• Develop care plans that address presenting criminogenic risk factors and strengthen protective factors and provide therapeutic interventions to meet these needs;</li> <li>• Conduct comprehensive, holistic, family inclusive and strength based assessments which inform care plans that address presenting needs such as housing, health, safety, education, employment and social activities;</li> <li>• Support and encourage project participants to develop links with other services and/or communities, including comprehensive exit planning;</li> <li>• Facilitate family based interventions which promote stronger cohesion between young people and their families including facilitating family meetings as well as communication and problem solving skills training;</li> <li>• Provision of support and information to young people and their families about issues which are impacting on their wellbeing and which negatively impact on their ability to remain engaged in school, employment or other constructive activities;</li> <li>• Provide practical and useful crisis responses to young people and families where appropriate;</li> </ul>	<ul style="list-style-type: none"> <li>• Manage a caseload of young people and their families/significant others;</li> <li>• Young people and their families receive intensive therapeutic interventions and care planning</li> <li>• Family members are regularly engaged and supported</li> <li>• Client data requirements completed within specified timeframes</li> <li>• Practical support needs are provided to young people to increase their participation in the program such as transport, access to material aid etc.</li> <li>• Support young people to improve links with communities and other services</li> <li>• Care coordination meetings are regularly facilitated, young people and their families are included and meetings are documented</li> <li>• Promote a safe and friendly environment in order to facilitate positive communication between young people, their families and other community networks</li> </ul>

	<ul style="list-style-type: none"> <li>• Advocate on behalf of young people, in particular with stakeholders within the justice sector;</li> <li>• Monitor the health and wellbeing of young people and provide or coordinate appropriate support responses as required;</li> <li>• Facilitate the development of basic life skills for young people;</li> <li>• Model appropriate behaviour and facilitate positive communication between young people, their families and other community services;</li> <li>• Provide culturally meaningful and effective service responses to young people, their peers and their families that is mindful of their unique cultural background and experience of life;</li> <li>• Facilitate groups for young people as required that align with the youth crime prevention grant objectives in consultation with the consortium or other service providers such as education; universal youth services etc;</li> <li>• Other duties as reasonably directed by the Manager from time to time, and which are consistent with your position.</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in regular after-hours work</li> <li>• Support young people to engage positively with complex legal processes including liaising with legal practitioners and supporting young people at court or through justice orders</li> <li>• Engage with young people in custodial settings where appropriate</li> </ul>
<b>Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• Develop and maintain referral networks and pathways with stakeholders (police, courts, legal services, family services, schools, education/ skills providers etc.);</li> <li>• Develop and establish collaborative relationships with key stakeholders to enhance service co-ordination; and others to be determined;</li> <li>• Demonstrate professional and ethical communication with all stakeholders;</li> <li>• Provide information and feedback to stakeholders about the activities of the program on a regular basis;</li> <li>• Articulate the Youth Crime Prevention model (i.e. resilience based case work) with relevant stakeholders;</li> <li>• Attendance at stakeholder meetings as required/directed.</li> </ul>	<ul style="list-style-type: none"> <li>• On every occasion YSAS is represented ethically and professionally</li> <li>• Regular formal/informal communication is maintained with key stakeholders via a range of modalities (email, phone, face to face meetings)</li> <li>• Develop and maintain formal/informal networks in order to achieve goals</li> </ul>

<b>Project Management</b>	<ul style="list-style-type: none"> <li>• Assist in coordination of processes in relation to clinical governance and consortium arrangements including client allocation, community of support and partnership meetings;</li> <li>• Ensure client files and data base are up-to-date, accurate and meet both organisational and legislative requirements;</li> <li>• Ensure incident reports are completed in a timely manner and meet organisational procedures;</li> <li>• Prepare client related reports as required;</li> <li>• Adhere to petty cash and client brokerage procedures;</li> <li>• Participate in regular supervision with Team Leader.</li> </ul>	<ul style="list-style-type: none"> <li>• Regular attendance at team and partnership meetings</li> <li>• Maintain a high standard of documentation and reporting</li> <li>• Data collection requirements are up to date at all times</li> <li>• Supervision policy is adhered to.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Contribute to continuous quality improvement in relation to service delivery or business support services and systems;</li> <li>• Developing linkages with referral services;</li> <li>• Participation in evaluation and ongoing monitoring of the programs, services, and systems;</li> <li>• Include clients in the evaluation of the service where appropriate;</li> <li>• Collaborate with other support services and community based activities to integrate support and provide optimal service provision.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure all work complies of the relevant legislation/ regulations, YSAS' policies and procedures</li> <li>• Ensure confidentiality of documentation is maintained</li> </ul>
<b>Corporate Compliance</b>	<ul style="list-style-type: none"> <li>• Adhere to all YSAS' policies and procedures including the Code of Conduct, Child Safety Policies, Confidentiality Agreement, Workplace Respect policy etc;</li> <li>• Demonstrated commitment to YSAS' organisational values;</li> <li>• Provide highest ethical standards at YSAS in line with our organisational values and behaviours; not only to young people in the communities we serve, but to our co-workers and ourselves;</li> </ul>	<ul style="list-style-type: none"> <li>• On every occasion YSAS is represented ethically and professionally.</li> <li>• Good working relationships with stakeholders</li> <li>• Adherence to the code of conduct and YSAS policies</li> </ul>

	<ul style="list-style-type: none"> <li>Undertake proactive identification and on-going management of stakeholders, including suppliers and auditors.</li> </ul>	
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#### **Qualifications, Skills, Knowledge and Experience relevant to the role**

<b>Education</b>	<ul style="list-style-type: none"> <li>Relevant qualifications in Youth Work, Social Work, Community Services or other health related qualifications (i.e. Criminology, Drug and Alcohol, Family Studies, etc.) and/or extensive experience in the field;</li> <li>Further study in therapeutic interventions appropriate for young people at risk will be an advantage;</li> <li>Further study or extensive experience in family work approaches will be an advantage.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience providing case management and outreach support to young people and their families, engaged in the criminal justice system.</li> <li>Experience working collaboratively across multiple service systems.</li> <li>Previous extensive experience in Community and Youth not-for-profit organisations.</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Strong understanding of adolescent development and criminogenic risk.</li> <li>Well organised but able to flex and manage competing priorities and deadlines.</li> <li>Excellent written and oral communication skills, as well as highly developed interpersonal, coaching, and consultative skills.</li> <li>Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions.</li> <li>Good judgment, able to influence others and seen as a credible source of advice.</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>A team player, able to work in a collaborative way.</li> <li>Supreme tact, sensitivity and diplomacy; ability to think on feet and act proactively with discretion.</li> <li>Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation.</li> <li>Commitment to YSAS' values and a working style that reflects these.</li> </ul>

## Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Youth and Family Worker. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. These behaviours have been drawn from a larger number of relevant behaviours in YSAS's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the role.

Category	Level	Behaviours
<b>Strategic Direction</b>	<b>Foundational</b>	<ul style="list-style-type: none"> <li>• Knows how own work contributes to YSAS' goals</li> <li>• Recognises how own work impacts on others</li> <li>• Asks questions to understand an issue</li> <li>• Contributes to business planning</li> <li>• Is flexible to changing priorities</li> <li>• Is open to change and new approaches</li> </ul>
<b>Achieves results</b>	<b>Operational</b>	<ul style="list-style-type: none"> <li>• Sets clear expectations around quality of work and timeframes</li> <li>• Monitors progress towards the achievement of goals</li> <li>• Takes responsibility for the delivery of quality and timely results</li> <li>• Ensures solutions are practical and achievable</li> <li>• Prioritises workload effectively and negotiates deadlines where appropriate</li> </ul>
<b>Business Excellence</b>	<b>Operational</b>	<ul style="list-style-type: none"> <li>• Participates in the YSAS Performance Development Review Process</li> <li>• Openly raises issues with manager/supervisor</li> <li>• Seeks guidance/advice from others where necessary</li> <li>• Responds positively to constructive feedback</li> <li>• Actively participates in all necessary training</li> <li>• Looks for ways to improve work practices</li> </ul>
<b>Working Relationships</b>	<b>Operational</b>	<ul style="list-style-type: none"> <li>• Is willing to come to a compromise where appropriate</li> <li>• Takes other opinions into account when decision making</li> <li>• Encourages others to consult and seek the opinions of relevant stakeholders</li> <li>• Shares information with own team</li> <li>• Tailors their approach depending on the situation and audience</li> <li>• Is approachable and easy to work with</li> <li>• Listens to others and responds clearly</li> </ul>
<b>Personal Drive and Professionalism</b>	<b>Operational</b>	<ul style="list-style-type: none"> <li>• Understands and applies the YSAS Code of Conduct and any applicable Codes of Ethics for their profession</li> <li>• Maintains strict confidentiality of information seen</li> <li>• Takes responsibility for mistakes</li> <li>• Actively participates in identified training requirements.</li> <li>• Follows safe practices in the workplace</li> </ul>

### Selection Criteria for Appointment into Role

1. Highly developed engagement and communication skills with young people who are experiencing multiple and complex social disadvantages (especially criminogenic needs) and a demonstrated ability to motivate them to develop and achieve their goals.
2. Skills in engaging and working with young people (and their families), ranging from frontline advocacy, conducting assertive outreach, case management, and family focused interventions to achieve practical and meaningful outcomes.
3. Ability to conduct assessments (health and well-being, risk situations), formulate interventions, develop and implement case plans based in evidence and aligned to Resilience based practice.
4. Demonstrated ability and experience in working with families.
5. Ability to navigate complex statutory systems to achieve positive outcomes and diversions for young people. Additionally, a demonstrated ability to engage families into a positive support role for their children who are involved in complex legal processes.
6. Highly developed written communication skills with an ability to fulfil the administrative requirements of the role.

### Incumbent Statement

I accept the PD as acknowledged above and understand that the PD will be reviewed as required. I also understand that the PD may need to be amended occasionally due to variations in responsibilities and organisational requirements. Changes to the PD will be consistent with the purpose for which the position was established.

Acknowledged by occupant	_____	_____	/ /
	(Print name)	(Signature)	
Acknowledged by line manager	_____	_____	/ /
	(Print name)	(Signature & title)	

### Job and Person Specification Approval

...../...../..... DELEGATE (GM or Chief)