

Mission: Concern Australia works in partnership with young people and children, creating opportunities for them to enjoy full and meaningful lives.

Vision: An Australia where young people and children have HOPE for a successful and positive life.

Values: Faith ♦ Integrity ♦ Respect ♦ Belonging.

POSITION TITLE:	Youth Worker - NW
AWARD CLASSIFICATION:	Band/Level: Social, Community, Home Care and Disability Services Industry Award 2010 MA000100, Level 3 (pay point depending on experience and qualifications) Part-time (0.40 FTE or 0.60 FTE) plus super and salary packaging
DEPARTMENT:	Hand Brake Turn
DATE APPROVED:	9 th April 2019
LOCATION	NW - Braybrook
APPROVED BY	CEO

Concern Australia is a dynamic not-for-profit Christian organisation which finds its roots in the work of Rev Dr John Smith who also founded the God’s Squad Christian Motorcycle Club in the 1970s.

Today we work with young people and children 5-21 years, creating opportunities for them to enjoy full and meaningful lives. Late 2016 we launched 2020VISION, our new Strategic Plan and we are working to realise 4 shared goals to be

PEOPLE-CENTRED ♦ LEADER ♦ PARTNER ♦ STEWARD

Our work focusses on the innovation, development and delivery of responses in the areas of Education; Housing & Homelessness; and Justice. Each year we connect 30,000 vulnerable young people across Australia through the following activities:

Education

- Values for Life – seminars within primary and secondary schools to 25,000 students, parents and teachers across Australia.
- LiveWires – an after school care and holiday programs for 80 school aged children and support to 40 families living in the Collingwood housing estate.
- Hand Brake Turn – pre vocational automotive training to 80 trainees per year

Housing & Homelessness

- InsideOut – the provision of Out-Of-Home-Care in partnership with the Victorian Government’s Department of Health and Human Services through the Enhanced Lead Tenant Program offered to young people living in 17 properties across metropolitan Melbourne.
- STEPS Outreach Service – support to over 500 homeless young people from the steps of Flinders Street station.

Justice

- Chaplaincy and support services for young people at the Malmsbury Youth Justice Centre.

ORGANISATIONAL RELATIONSHIPS

REPORTS TO:	Hand Brake Turn Manager
SUPERVISES:	NIL
TRAVEL:	Travel is required across Concern Australia offices and allocated region
INTERNAL LIAISONS:	Program Manager – Hand Brake Turn Executive, Other Program Managers, Hand Brake Turn Workshop Coordinators and Colleagues
EXTERNAL LIAISONS:	<ul style="list-style-type: none"> • Government Departments – Health and Human Service, Justice, Education • Schools – Principals, Teachers, Administration, Parents and Students • Local Businesses and Industry Groups
Financial Authority	Nil
Decision Making Authority	<ul style="list-style-type: none"> • To execute assigned tasks against the program plan • Oversee day to day operations at location

POSITION OBJECTIVES

This position exists to work alongside young people within the Hand Brake Turn program, equipping them with life skills that promote independence.

KEY RESPONSIBILITIES AND DUTIES

1. CONNECT - assist with the assessment of young people’s accommodation and support needs

- Meet and assess Young Person (via organisations assessment guides)
- Coordinate visits and conduct orientation for young people entering Hand Brake Turn
- Communicate all procedures in relation to the program

2. CONNECT - advocate on behalf of young people

- Attend and participate as the young person’s advocate in meetings
- Engage with young person and provide choices that determine their appropriate behaviour for remaining on the Program
- Advocate young person’s needs to internally and to external professionals as appropriate
- Support young person to access support services required
- Provide mediation in conflicts and disputes
- Communicate to young person the rights and responsibilities of both young people and key stakeholders in the Program

3. COACH - provide Support for Young People

- Provide support to young people based on their individual, communal, physical, emotional, psychological and spiritual needs
- Listen to young person in relation to their needs, concerns and personal goals
- Help Hand Brake Turn students with their work book, transferable skills, learner plan, surveys and resumes.
- Support young person to develop relationships and social networks. These networks may be internal to CA or sought externally

4. COACH - Assist in the Development of Client Plans.

- Attend Client Care Team Meetings and contribute to assessment and planning for young person
- Engage with young person in activities and tasks that develop their independence in accordance with their

Leaving Care Plan and/or vocational aspirations

- Prepare Case Notes

5. ADMINISTRATOR - Assist with data collection and reporting requirements

- Ensure engagement with young person is clearly documented on databases as required
- Contribute to documentation as per government department's standards
- Check Hand Brake Turn students have signed in on the attendance sheet and ring up students who haven't turned up for class.
- Take student photo for each HBT class and class photos with students working.
- Record and report critical incidents using government department's Client Incident Reports templates provided

6. Other duties

- Duties beyond the scope of this position description may present from time to time
- Assist with Hand Brake Turn Graduations and Hand Brake Turn class excursions
- Reasonable requests for such duties to be discussed and agreed with line manager and executed accordingly

QUALIFICATIONS, EXPERIENCE AND SUITABILITY

- Tertiary qualification in either social work, youth work or social sciences
- Knowledge on how to work with young people impacted by developmental trauma
- Excellent communication skills
- Highly competent in Microsoft Office applications, and knowledge of databases/client managements systems
- Previous work with disadvantaged and challenging young people
- Strong attention to detail and highly developed time management skills with the added ability to document accurate and complete data
- High energy and high level of interpersonal skills together with excellent written and verbal communication skills and the ability to liaise with people at all levels and backgrounds, internal and external to the organization
- Ability to work under pressure, adhere to strict timelines working independently as well as co-operatively across multiple teams
- Experience and/or a working knowledge of the out of home care sector and/or education, training and employment

INTERPERSONAL SKILLS

- Friendly, positive and proactive approach
- Initiative and the ability to 'make things happen'
- Reliability and discretion: you will often learn of confidential matters
- Adaptability
- Communication, presentation, negotiation and relationship-building skills
- Organisational skills
- IT skills
- Problem solving skills
- Good discernment skills

KEY SELECTION CRITERIA

Essential -

1. Demonstrated commitment in line with Concern Australia's Values
2. Relevant experience in a similar role
3. Ability to engage and support young people towards their goals
4. Demonstrated experience in working with all levels of management and external stakeholders
5. Working knowledge of Microsoft Office applications
6. Demonstrated experience in being an efficient problem solver and a well organised coordinator
7. Valid Working With Children Check, satisfactory National Police Check (or international where required), steel capped work boots and valid Australian Driver's License

Desirable

1. Knowledge of the Youth Justice system and Child Protection out of home care systems
2. Experience in support and case management of adolescents
3. Knowledge of the education and/or employment sectors including LLENs, Learn Local Providers, RTOs and TAFE

CHILD SAFETY COMMITMENT

Concern Australia is committed to providing child safe and protected environments in all its activities and programs and has a zero tolerance approach to child abuse or exploitations. Contact and working with children is a critical responsibility. Children have the right to be safe and protected. All employees are required to have a valid working with Children Check and a National Police Check.