

## Youth Engagement Officer

<b>POSITION TITLE:</b>	<b>Youth Engagement Officer</b>
<b>AWARD CLASSIFICATION:</b>	Band/Level: 3 0.8 FTE Social, Community, Home Care and Disability Services Award 2010 Modern Award MA000100
<b>PROGRAM/DEPARTMENT:</b>	Hand Brake Turn
<b>LOCATION:</b>	Nort West Melbourne 8 Scotland Street Braybrook
<b>DATE APPROVED:</b>	1/11/2021
<b>APPROVED BY:</b>	General Manager, Living Learning and Earning

Concern Australia is a grassroots welfare organization that emerged out of the work of Rev Dr John Smith who also nurtured the growth of the God's Squad Christian Motorcycle Club in the 1970s. Today we work with young people and children aged 5 – 25 years, creating opportunities for them to live, learn and earn better and create the space for them to live life to the full.

**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

Our work focusses on innovation, development and service delivery in the areas of Living Learning and Earning; Housing and Homelessness; and Youth Justice. Each year we connect with 30,000 vulnerable young people across Australia through the following activities:

### Living Learning and Earning

- Values for Life – seminars and workshops within primary and secondary schools to 25,000 students, parents and teachers across Australia.
- Hand Brake Turn – pre vocational automotive training to 80 young people per year across 2 locations.
- fiXit automotive – a social enterprise born out of Hand Brake Turn that offers detailing, servicing and repair of vehicles while providing employment to young people.
- Jobs Advocates – supporting and linking people to employment or educational services and programs to support Victorians into work.

### Housing and Homelessness

- Inside Out – the provision of Out-Of-Home-Care and Targeted Care Packages (TCPs) in partnership with the Victorian Government's Department of Families Fairness and Housing through the Enhanced Lead Tenant/Live In Mentor Program offered to young people living in 14 properties across metropolitan Melbourne.
- STEPS Outreach Service – support for young people, children and their families with long term relational and practical support, including advocacy, referral and material aid.

### Youth Justice

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

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### ORGANISATIONAL RELATIONSHIP

REPORTS TO:	General Manager Living Learning and Earning
SUPERVISES:	N/A.
INTERNAL LIAISONS:	Concern Australia Executives, Program Managers, Staff & Volunteers
EXTERNAL LIAISONS:	Volunteers, clients & government

### POSITION OBJECTIVES

The Youth Engagement Officer position primarily exists to enhance the work of the Hand Brake Turn program which provides pre-vocational automotive training in a fully functioning workshop environment. This will be achieved by ongoing engagement of young people who completed training who may have disconnected from education and/or employment. The role will follow young people through their Hand Brake Turn, fiXit and employment journey, providing support to the young person to settle into their employment. This position is funded through the Building Safer Communities Fund and has a focus on youth justice in the North West region.

### KEY RESPONSIBILITY AND DUTIES

- To liaise with young people and their families to provide intake support, ongoing engagement, and the post-placement support for young people.
- To coordinate referrals to apprenticeships and traineeships within the scope of the Hand Brake Program and fiXit to ensure vulnerable young people continue along a positive vocational path to adulthood.
- Maintain all records in relation to young people in relevant systems, maintaining up to date records and case notes.
- To support staff, volunteers and young people to access relevant resources and information.

#### Other:

Duties beyond the scope of this position description but in line with an incumbent's skills, competencies and training, may present from time to time. Reasonable requests for such duties to be discussed and agreed with line manager and executed accordingly.

### QUALIFICATIONS, SKILLS AND EXPERIENCE

#### Qualifications and/or Experience

- Tertiary qualification in either community development, social sciences or other related qualification and/or relevant experience.

#### Knowledge and Experience

- Knowledge of the Youth Justice and Child Protection systems.
- Knowledge and empathy on how to work with disadvantaged young people and their families in a cross cultural context environment.
- Demonstrated experience in being an efficient problem solver and a well-organized coordinator in the course of delivering community programs or projects.

#### Skills and Abilities

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- Communications skills, including an ability to work in a team environment and to engage and support young people towards their goals.
- Ability to work with stakeholders within the program and funding and ensure relevant targets are being achieved.
- Sound knowledge of Microsoft Office applications, including skills in preparing briefs and reports.
- Skills in the administration of the databases and/or client managements systems.

### SECURITY CHECKS, LICENCES AND OTHER INHERENT REQUIREMENTS

- Satisfactory National Police Check and International Police Check (International Police Check if applicable).
- Valid Working with Children Check or relevant Victorian Teaching Registration.
- Current Victorian Driver's License. (optional)
- Some after-hours work may be required.
- Some on call work may be required.

### INHERENT PHYSICAL REQUIREMENTS

Concern Australia has a duty of care to all workers. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others. The role may require the following tasks among other things.

Regular sitting: computer work, data entry
Occasional standing: filing, photocopying & scanning
Occasional bending, reaching and holding
Occasional walking, climbing stairs
Manual handling: occasional lifting & pulling
Occasional work in isolation
Occasional driving

### KEY SELECTION CRITERIA

#### *Essential:*

- Demonstrated commitment and personal desire to adhere to Concern Australia's Mission, Vision, Values and Goals.
- Communications skills, including an ability to work in a team environment and to engage and support young people towards their goals.
- Knowledge and empathy on how to work with disadvantaged young people and their families in a cross-cultural context environment.
- Willingness to obtain a Valid Working with Children Check, satisfactory National Police Check (or international where required).
- Current Victorian Driver's Licence.

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*Desirable:*

- Tertiary qualification in either community development, social sciences or other related qualification and/or relevant experience.
- First Aid Certificate.
- Relevant experience within a Community Service Organisation or RTO.

### **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 exploitation. 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, National Police Check and International Police Check (International Police Check where applicable).

**Supervisor Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_