

## Inside Out

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<b>POSITION TITLE:</b>	<b>Youth Worker</b>
<b>AWARD CLASSIFICATION:</b>	Band/Level: Social, Community, Home Care and Disability Services Industry Award 2010 MA000100, Level 3 1 FTE depending on experience and qualifications
<b>PROGRAM/DEPARTMENT:</b>	Inside Out
<b>LOCATION:</b>	Based at Sout East Office with flexibility to split time between Concern Australia offices
<b>DATE APPROVED:</b>	05/05/2019
<b>APPROVED BY:</b>	General Manager Business Operations

Concern Australia is a grassroots welfare organization that emerged out of the work of Rev Dr John Concern 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.

### 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.

### ORGANISATIONAL RELATIONSHIP

<b>REPORTS TO:</b>	Program Manager
<b>SUPERVISES:</b>	N/A
<b>INTERNAL LIAISONS:</b>	Concern Australia Executives, Program Managers, Staff & Volunteers
<b>EXTERNAL LIAISONS:</b>	Volunteers, clients & government

### POSITION OBJECTIVES

This position exists to work alongside young people within the Inside Out program, equipping them with life skills that promote independence and assistance with the transition into adult hood.

### KEY RESPONSIBILITY AND DUTIES

#### 1. Referral and transition

- Meet and assess Young Person (via organisations assessment guides) Assist with the assessment of young people’s accommodation and support needs Ensure all looking after children (LAC) and other relevant documentation is up to date upon entry into the program.
- Attend client care team meetings and contribute to assessment and planning for young person. Ensuring that all transition processes are followed and managed in the best interest of the young person within the set guidelines of the young person handbook.
- Ensure a positive introduction and engagement into the program, building sense of safety and belonging.

#### 2. Case Support (Outreach)

- Provide care and personal support to young people based on their individual, communal, physical, emotional, psychological and spiritual needs.
- Manage young people who display high risk and/or difficult behaviours and utilise a strengths-based approach toward positive outcomes.
- Work in conjunction with young people, families and other professionals to develop individual case plans.
- Provide coaching and guidance to young people in life and living skills (in line with star charts and LAC goals and vocational aspirations).
- To advocate with and on behalf of young people, to ensure access to resources and facilities as necessary.
- Attend and participate as the young person’s advocate in meetings.
- Encourage young person to engage in a healthy positive lifestyle and promote routines that will positively influence their future.
- Provide case contracted Case Management to those clients that we Case Manage, assisting to coordinate services to support and empower the young person to reach their potential.

#### 3. Reporting, Management Plans, LAC, CRIS/CRISSP, Star Charts, Connect Coach Community

- Undertake CRIS/CRISSP training and use the CRIS/CRISSP data base for all client information or any other departmental platforms.
- Attend and represent Concern Australia (CA) at all relevant care team meetings, handing over relevant information and advocating as needed on behalf of the young person.
- Development and implementation of LAC records including a 15+ Care and Transition Plan for each young person.

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- Monitor and review each placement against relevant frameworks.
- Utilise the Start Charts and Connect, Coach, Community (CCC) frameworks as active tools, tracking the progress and outcomes of each young person.
- Effectively liaise and work in collaboration with DHHS, Centrelink, education providers, therapeutic services and other relevant agencies as needed.
- Meet all administrative and documentation requirements of the agency, as per program guidelines and within regulatory body framework.

#### 4. After-hours services (other administration

- Participate in 24 hours rostered after hour service which involves responding to crisis call/support for young people and Lead Tenants.
- Assist with data collection and reporting requirements.
- Ensure supervision with Lead Tenants is clearly documented on databases as required.
- Contribute to documentation as per government department and regulatory body standards.
- Record and report critical incidents using government department and regulatory body Client Incident Reports templates provided.

#### 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 social work, youth work or social sciences.
- Previous work with disadvantaged and challenging young people.

#### Knowledge and Experience

- A sound understanding of voluntarism and supervision.
- A sound understanding of Leaving Care practice and initiatives.
- Experience and/or a working knowledge of the out of home care sector.
- Knowledge on how to work with young people impacted by developmental trauma.

#### Skills and Abilities

- Highly competent in Microsoft Office applications, and knowledge of databases/client managements systems.
- 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.
- Demonstrated professional case management skills, especially in crisis intervention and behaviour management.
- Ability to participate collaboratively and constructively within teams of peers, staff and other stakeholders, as well as initiative and effective personal judgement when working alone.
- Ability to maintain client confidentiality and appropriate professional boundaries.

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### SECURITY CHECKS, LICENCES AND OTHER INHERENT REQUIREMENTS

- Current Victorian Driver’s License.
- Satisfactory National Police Check and International Police Check (International Police Check if applicable).
- Valid Working with Children Check or relevant Victorian Teaching Registration.
- Some after-hours 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: filling, photocopying & scanning
Occasional bending, reaching and holding
Occasional walking, climbing stairs
Manual handling: occasional lifting & pulling
Regular work in isolation
Regular driving

### KEY SELECTION CRITERIA

#### *Essential:*

- Demonstrated commitment and personal desire to adhere to Concern Australia’s Mission, Vision, Values and Goals and to work in a team environment.
- Tertiary qualifications in either social work, youth work, social sciences or related field.
- Relevant experience on a similar role, including experience in working with all levels of management and external stakeholders.
- Demonstrated experience in being an efficient problem solver and a well-organized coordinator.
- Knowledge of the Youth Justice system and Child Protection out of home care systems
- Working knowledge of Microsoft Office applications.
- Current Victorian Driver’s Licence.
- Satisfactory National Police Check and International Police Check (International Police Check if applicable).
- Valid Working with Children Check or relevant Victorian Teaching Registration.

#### *Desirable:*

- First Aid Certificate.
- Knowledge of the Youth Justice system and Child Protection out of care systems.

### 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).

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

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

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

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