

## Steps

<b>POSITION TITLE:</b>	Youth Worker
<b>AWARD CLASSIFICATION:</b>	Band/Level: 3 Social, Community, Home Care and Disability Services Industry Award 2010 MA000100
<b>PROGRAM/DEPARTMENT:</b>	Steps Outreach Service
<b>LOCATION:</b>	27 Station Road, Dandenong
<b>DATE APPROVED:</b>	28 October 2021
<b>APPROVED BY:</b>	General Manager Service Delivery

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

<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 provide practical support and material aid for crisis needs and to meet client goals.

### KEY RESPONSIBILITY AND DUTIES

- To take part in outreach in Melbourne CBD at night time and make contacts with young people and families requiring support;
- To provide outreach support to clients using a strengths-based, client centred approach;
- To advocate and support young people to access appropriate services and resources;
- To liaise with agencies and referral services;
- To complete reporting requirements including case notes, incident reports and evaluation documentation as required.
- To assist with promotional and fundraising events.

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

#### Knowledge and Experience

- A sound knowledge of crisis intervention and case management.

#### Skills and Abilities

- Highly competent in Microsoft Office applications, including an ability to write case notes, reports and associated documentation.
- Strong attention to detail and highly developed time management skills with the added ability to document accurate and complete data.
- Sound 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 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.

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### SECURITY CHECKS, LICENCES AND OTHER INHERENT REQUIREMENTS

- 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.
- 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: filing, 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 qualification in either psychology, social work, youth work, social sciences or related field.
- Relevant experience in a similar role.
- Knowledge on how to work with young people experiencing social disadvantage, including homelessness.
- Working knowledge of Microsoft Office applications, including an ability to write case notes, reports and associated documentation.
- Sound 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.
- 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 Not-for-Profit sector.

### 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

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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:** \_\_\_\_\_