

POSITION TITLE:	Youth Worker (Casual)
AWARD CLASSIFICATION:	Level 3.1 Social, Community, Home Care and Disability Services Industry Award 2010 MA000100
PROGRAM/DEPARTMENT:	Inside Out
LOCATION:	Travel to lead tenant houses around metropolitan Melbourne required. Offices located at 27 Station Street Dandenong and 1/668 Somerville Road Sunshine West
DATE APPROVED:	05/07/2023
APPROVED BY:	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 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 the innovation, development and service delivery in the areas of Living Learning and Earning; Housing & 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 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

- Referrals to all programs and ongoing relationship.

ORGANISATIONAL RELATIONSHIP

REPORTS TO:	Inside Out Program Manager
SUPERVISES:	N/A
INTERNAL LIAISONS:	Concern Australia Executives, Program Managers, Staff & Volunteers
EXTERNAL LIAISONS:	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 adulthood.

KEY RESPONSIBILITY 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).
- Communication all procedures in relation to the program.
- 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.

2. COACH – 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 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.
- Prepare Case Notes.

3. COMMUNITY – 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.
- Support young person to develop relationships and social networks. These networks may be internal to CA or sought externally.

4. ADMINISTRATION – On Call/After Hour Services

- Participate in a 24-hour rostered after hour service which involves responding to crisis call/support for young people and lead tenants (n/a if casual worker).
- 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.
- Records and report critical incidents using government department's 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.

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QUALIFICATIONS, SKILLS AND EXPERIENCE

Qualification and/or Experience

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

Knowledge

- Knowledge of the Youth Justice system and Child Protection out of home care systems.
- Knowledge and empathy on how to work with disadvantaged young people impacted by developmental trauma.

Skills and Abilities

- Sound communication skills, both written and verbal, including an ability to liaise with people at all levels and backgrounds, internal and external to the organisation.
- High level of interpersonal skills, including an ability to work in a team environment and to engage and support young people towards their goals.
- High attention to detail, including an ability to accurately document and compute data.
- Time management skills, including an ability to adhere to strict timelines working independently as well as co-operatively across multiple teams.
- Sound knowledge of Microsoft Office applications, including skills in preparing briefs and reports.
- Skills in the administration of the databases and/or client management systems.
- Evidence of experience and passion in working with young people.

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 Licence.
- Ability to work after hours, including night and weekend shifts.
- 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: 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 working in a team environment.
- Tertiary qualification in either social work, youth work, social sciences or related field.

Inside Out

- Relevant experience in 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-organised 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 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, National Police Check and International Police Check (International Police Check where applicable).

Supervisor Name: _____

Signed: _____ **Date:** _____

Employee Name: _____

Signed: _____ **Date:** _____