

Position Description



POSITION TITLE:	Youth Development Worker – Foyer Warrnambool
POSITION NUMBER:	YS071
CLASSIFICATION:	SCHCADS Level 3 – 4 (Level and PayPoint are determined by level of qualifications and experience)
TEAM / PROGRAM:	Youth Foyer Team – Youth Services Division
EMPLOYMENT CHECKS:	Current National Police check and Working with Children Check.
DATE REVISED:	June 2017

OUR ORGANISATION

Brophy Family and Youth Services is a quality accredited not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and staff may be required to work at any of our sites. These sites are based in

- Warrnambool - Timor Street, Koroit Street and Raglan Parade.
- Portland - 5 Gawler Street
- Hamilton – Frances Hewitt Community Centre, Robert St. Hamilton

Brophy Family and Youth Services actively values and promotes diversity in our workplace and affirms our commitment to working towards achieving an open, harmonious and inclusive environment; where everyone is welcome, included and valued – regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

Foyer Warrnambool (The Foyer) is a program offered by Brophy Family and Youth Services and supported by key community partnerships. The Foyer is staffed 24 hours over 7 days, and operates from a facility that provides long term (up to 2 years) safe, secure and affordable accommodation for young adults between ages 16-25 years undertaking education , employment or training. Residents will have a flexible individualised support plan prepared in consultation with their Youth Development Worker (YDW) that best prepares them for independence when they exit the program. The residents accepted into this program will have demonstrated active engagement into reaching their goals.

PRIMARY PURPOSE

The role of the **Youth Development Worker** is to support the engagement and progress of young people in the Foyer program.

The role forms part of the **Youth Foyer Team** and works with the team and other key stakeholders in the ongoing development and delivery of the program.

ORGANISATION RELATIONSHIP AND ACCOUNTABILITIES

The **Youth Development Worker** will establish appropriate community contacts and develop and maintain working relationships with a broad range of stakeholders in the provision of the program aiming towards achieving outcomes for young people.

A commitment to provide excellent customer service to a diverse range of clients across a number of issues is key to this role.

This position is based at the Foyer Warrnambool - 700 Raglan Parade, Warrnambool.

This role requires the ability to make sound decisions, in some instances in crisis or stressful situations, whilst maintaining confidential and professional boundaries. The role is required to work autonomously, work as part of the Youth Foyer Team, maintain accurate records, and is expected to actively participate in and contribute to program service planning along with all annual improvement activities to achieve organisational outcomes.

As this position regularly meets with and plans as part of the Youth Foyer Team with program partners, the Youth Development Worker must be able to work collaboratively with others, maintain professionalism and actively promote The Foyer and Brophy Family and Youth Services to the region.

REPORTS TO

The position reports to and is supervised by the Manager - Foyer Warrnambool

POSITION DUTIES

KEY RESPONSIBILITIES

Personal and Professional

- Participate in supervision and professional development.
- Manage crisis and stressful incidents and monitor wellbeing.

Technical

- Adhere to the Foyer Warrnambool Practice Guide and support the development and delivery of living skills and learning programs for residents
- Work with residents and South West TAFE staff to help identify education and employment goals, and to develop Learning Plans throughout the joint delivery of the Certificate I in Developing Independence and beyond.
- Assess residents' skills, capabilities and non-vocational barriers
- Address residents' issues as they arise, and manage dynamics and complex needs
- Maintain accurate and timely records in the Specialist Homelessness Information Platform (SHIP database) and agency data-capture systems
- Support the management of the day-to-day operations of the Foyer program, to ensure annual operating plans and key performance indicators are achieved
- Support networks and relationships that contribute to educational and employment opportunities for participants
- Connect residents to the right opportunities, resources, people and places to develop their talents and achieve their goals
- Support and maintain a culture of developing positive language and talent-building
- Assist in ways to capture, communicate and share innovative ideas and practices
- Willingness to participate in Agency On-call from a team and agency perspective.

Customer Service

- Display an awareness of the diverse needs of clients.
- Build strong supportive relationships with workplaces and community groups connected to the Foyer Program.
- Seek consumer feedback regarding the effectiveness of the program in engaging young people with work.
- Demonstrate an understanding of rural communities and the issues they face.

Team Work and Communication

- Willingness to adopt and contribute to a team approach in the Foyer Program, with partners, the surrounding team, the organisation and other service providers.
- Manage conflict and disputes in a professional manner and via the correct processes.
- Contribute to good team communication and client outcomes by working professionally and co-operatively with all organisational staff

Administration and Documentation

- Take responsibility for accurate, confidential and timely record keeping, filing and the general maintenance of client information in accordance with the Foyer program requirements and agency standards.
- Ensure all program planning, documentation, evaluation and reporting are completed in a timely and accurate manner.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

GENERAL RESPONSIBILITIES

- Adhere to Brophy's staff Code of Conduct, internal policies and procedures.
- Actively participate in all required supervision, and the annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services' quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment.
- Participation in the development of consumers' participation and feedback activities within your team and Brophy.
- Support the monitoring and management of risk and WHS systems
- Demonstrate and commit to Brophy's organisational values and model these on a daily basis.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties may be amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

KEY SELECTION CRITERIA

Qualifications

- A minimum qualification of a sector recognised and accredited diploma in Youth Work, Social or Welfare Work, Education, Training or an equivalent
- Qualifications must be approved by recognised professional bodies: ie. AASW, Community Services Council, APS etc.
- Current drivers licence.
- Ability to obtain Working with Children Check, Victorian Police Check and Federal Police Check.

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

1. A depth of knowledge about the causes and consequences of youth homelessness and the kinds of strategies that are successful in helping young people follow pathways to independent living and educational / employment opportunities.
2. Demonstrated knowledge and experience of youth engagement particularly from an advantaged thinking perspective, and of training and employment models, their implementation, delivery and evaluation.
3. Demonstrated experience of working in an outcomes-focussed environment.
4. Excellent organisational skills including program planning and delivery and the ability to handle a variety of tasks concurrently and within specific timelines.
5. An ability to work with a broad range of stakeholders and networks to negotiate and advocate on behalf of young people.
6. Demonstrated knowledge and application of understanding of the appropriate legislation, case management practice, and the ability to adhere to policy and procedures.
7. Demonstrated commitment to and an understanding for continual professional and personal development.
8. Excellent communication and interpersonal skills including demonstrated experience in liaising with a diverse range of clients.
9. Demonstrated ability to work independently and as an effective team member to achieve goals.
10. The ability to use the Microsoft office suite of products, along with experience in electronic databases and case file noting.

AUTHORISED BY

NAME: Kathy Sanderson

POSITION: Exec. Manager, Youth Services Division

DATE: June 2017

ACCEPTED BY INCUMBENT

NAME: _____

SIGNED: _____

DATE: ___/___/___
