



POSITION DESCRIPTION

POSITION DETAILS

Local Title and Program Area	Youth Justice Community Support (YJCSS) Worker, Children Youth and Families, Support and Transition
Position Number	CYF ST 13
Classification, Time Fraction & Duration	Level 3
Responsible to	Team Leader, Support & Transition
Qualifications	A qualification in or Social Work, Youth Work, Welfare Studies, Social Science or other relevant tertiary studies. (People currently studying may be considered.)
Location	140 Langtree Avenue, Mildura

ORGANISATIONAL CONTEXT

Mallee Accommodation and Support Program is a not-for-profit community-based organisation with a long history of service provision to the more disadvantaged and vulnerable members of our community.

The overall aim of MASP is to deliver a coordinated range of service responses, facilitating the most appropriate, timely and cost-effective support to those most in need of support.

The development and maintenance of effective coordinated linkages with a range of relevant community agencies complements the work of the agency by enhancing client outcomes.

Further details about MASP can be found on MASP's website www.masp.org.au.

SYSTEMS LEADERSHIP

MASP's organisational design is underpinned by a systems leadership model of integrated management practices. We leverage from the skills, knowledge and experience of each other so that our clients get the best possible services and outcomes.

Although we deliver services through operational teams, we consider silos to be counter-productive to the needs of our clients and our organisation. Systems leadership provides us with the tools to provide wrap-around services for clients through a shared-vision of what is best for them.

We actively seek the input of other systems leaders within our organisation by recognising how and when others can value-add to operational decision making.

PROGRAM OVERVIEW

MASP Children Youth and Families delivers a range of support services directed to children, young people and families.

Programs support young people to live pro social offending free lifestyle and assist parents to provide safe and supportive care for their children while still at home and, in those cases where children or young people have been removed, they provide the optimal level of care and support while in out-of-home care and work toward family reunification or supporting independent living where appropriate.

POSITION OVERVIEW

The Youth Justice Community Support Service is a funding initiative by Department of Justice (DOJ) that aims to assist young people who are receiving case management from the DOJ Youth Justice Program.

Young people are referred to MASP from the DOJ Youth Justice to provide direct service delivery. The service provides intensive case support to assist young people to lead non-offending lives, engage in community in a safe and healthy way, to connect to family, employment, education and training.

POSITION DUTIES

1. Responsible for providing casework activities directly with clients including assessments, planning, implementation and evaluation of intervention strategies.
2. Strengthen and create opportunities for the young person's connection to community and community-based activities.
3. Participate in program and team activities including assessment of referrals, allocation of cases, acting as the key worker as required.
4. Engage young people and their families around the issues which underlie offending behaviours and how these behaviours can be addressed.
5. Assist young people to identify and overcome barriers, which may be preventing their involvement in more structured education, training and/or employment programs.
6. Support and mentor the young person to strengthen connection to their family or support the young person to reconnect with family and assist in creating opportunities for positive experiences of family life.
7. Facilitate referrals for crisis and/or transitional accommodation, and provide support to young people who are homeless or in a state of housing related crisis.
8. Support young people to increase their capacity to manage their day-to-day lives more successfully, including developing living and life skills and self-management skills.
9. Liaise and negotiate with broader community services, agencies, local schools and community groups/networks on a range of issues relating to young people referred to the service.
10. Advocate on behalf of young people to facilitate access to specialist, generic and community services, including but not restricted to mental health, drug & alcohol and personal counselling.
11. To be an appropriate role model for young people.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for **all** aspects of service delivery.

SKILLS AND COMPETENCIES REQUIRED

Personal Attributes

- Inclusiveness – does what is necessary to integrate clients within our community
- Resilience – doesn't look for excuses, but looks for ways
- Client focus – we do what we say we are going to do for clients, even if it means we work harder
- Doer – we need doers at every level, and you set the example in getting the job done
- Innovative – challenges old ways with new ideas and thinking

Capabilities

Community & inter-agency relations

- **Networks and stakeholders** – utilizes own community networks to achieve established outcomes.
- **Partnerships and collaboration** – works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes
- **Knowledge of community** – maintains basic awareness of current community issues and knowledge of relevant organisations

Professionalism

- **Time management** – demonstrates punctuality and meets agreed schedules and timelines
- **Ethics** – observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas
- **Taking responsibility** – takes responsibility for work outcomes and enacts authority as defined in role statement
- **Problem solving** – demonstrates common sense and uses established strategies to solve routine problems
- **Initiative and enterprise** – contributes to ideas for improved ways of working

Communication

- **Written communication** – provides accurate written information using forms, files and templates appropriate to the task
- **Verbal communication** – speaks politely and explains issues and information clearly to clients and colleagues
- **Interpersonal skills** – demonstrates active listening and asks appropriate questions when dealing with clients and colleagues.

Service Delivery

- **Reflective practice** – applies organizational practice models, procedures and relevant legislation when working with clients
- **Client outcomes** – supports clients to achieve their goals or aspirations through provision of quality service
- **Diversity** – demonstrates sensitivity and respect for diversity and differences in colleagues and clients
- **Client confidentiality and dignity** – respects client and team member confidentiality

TERMS AND CONDITIONS

Salary & Conditions

In accordance with the Mallee Accommodation & Support Program Ltd. Enterprise Agreement 2016. Salary packaging arrangements available.

Due to the physical requirements of the position, the successful candidate will be required to satisfactorily complete a fit for work, functional, physical suitability examination.

Probation Period

On commencement, an initial six-month probationary period.

Police Check & Working with Children Check

Completion of a satisfactory Police Records check and supply of Working with Children check prior to employment. It is the responsibility of the individual to keep their WWCC current.

Driver Licence

Must hold a current, full driver's licence. At no stage may the applicant's driver's licence be restricted to the amount of passengers that can be carried.

Performance Appraisal

To be carried out by the supervisor within six months of commencement and thereafter once every twelve months.

Appraisal will be made in regard to this Position Description.

Responsibility and Continuous Improvement

Take responsibility to become aware of and comply with all relevant MASP policy and procedure instructions. Of particular relevance are those dealing with the MASP Code of Conduct, the Workplace Equal Opportunity Policy and requirements for staff to develop cultural competence skills.

Participate in regular supervision and in staff meetings in the interests of maintaining effectiveness and team spirit.

Maintain a commitment to quality outcomes and ways of improving service delivery to clients. Demonstrate a commitment to strive to perform within an optimum continuous improvement framework.

Training & Development

Be prepared to participate in ongoing staff development, attending relevant forums and training as delegated.

Occupational Health & Safety Responsibilities

Ensure that work is carried out in accordance with MASP OH&S requirements and standards in order to prevent work related injuries and illnesses.

Work in a manner which does not willfully or negligently place at risk the health or safety of any person including self.

Comply with all reasonable instructions and procedures and report any potential situation which the employee feels may constitute a hazard to the health and safety of self, other employees, clients or visitors to the agency.

Immediately report any workplace incident, accident or other occurrence which has happened and complete the necessary incident reporting documentation.

Privacy & Confidentiality

Work within the guidelines of MASP's Privacy and Confidentiality policy.

KEY SELECTION CRITERIA

1. Demonstrated experience working with clients in a challenging environment.
2. Must possess or currently studying a qualification as detailed above.
3. Knowledge of theory relating to working with adolescents (10-21 years), specifically those who have experienced trauma.
4. Assessment skills, capacity to apply a range of intervention strategies, effective problem-solving skills.
5. Demonstrated ability to produce professional reports regarding client outcomes/directions or service delivery to inform case planning.

