

YOUTH WORKER POSITION DESCRIPTION

Position Title

Youth Worker

Location

Youth Lifestyle Options Pty Ltd (herein referred to as Youth Lifestyle Options) provides residential and support services to children and young people placed under the care and protection of the Department of Communities, Child Safety Services across South East QLD primarily within the Brisbane, Gold Coast, Logan and Ipswich areas. Youth workers can advise of which areas they wish to work within.

Classification

Youth Lifestyle Options currently contracts youth workers, but casual positions can be applied for. Casual pay rates would relate to the Social and Community Service Awards Levels 3 to 4. Contracts will be negotiated upon interview.

Work Environment

Youth workers undertake the support of children and young people aged between 0 and 17 years within 2 primary environments. These include:

1. Residential accommodation (leased), supporting one or more children and young people. Youth workers are placed on a schedule of youth work support that requires undertaking overnight shifts and weekend support. All housing accommodations abide by all relevant laws and regulations regarding safety.
2. Community and placement support services to children and young people. Youth workers are allocated specific periods of time to provide support to children and young people within their placement, or attendance in community activities.

Selection on Merit

Each applicant is assessed on merit in regards to the experience, qualifications, knowledge and skills that they hold in consideration to the selection criteria, roles and responsibilities of the youth work position for Youth Lifestyle Options.

Applicants who demonstrate the most merit within their application and interview process will be recommended to provide services as a youth worker for Youth Lifestyle Options.

Commitment to Child Protection

Youth Lifestyle Options is committed to the safety and protection from harm of all children and young people placed in our service. Youth Lifestyle Options is committed to upholding the Standards of Care and the Rights of Children and Young People. As part of this all youth workers must undertake a Criminal History Check and obtain a Blue Card (Working with Children Check). All youth workers have a responsibility to inform management when issues arise that may affect their ability to provide services within their role and maintain the ongoing safety of children and young people within the service.

Professional & Ethical Conduct

Youth workers must uphold professional and ethical conduct at all times. All youth workers are required to sign an agreement to uphold Youth Lifestyle Options Code of Conduct. Breaches in the Code of Conduct may result in termination of contract/employment.

Equal Employment Opportunity

Youth Lifestyle Options is committed to Equal Employment Opportunity and providing a work environment that respects, values and supports professional growth. Youth Lifestyle Options does not tolerate discrimination, intimidation, victimisation and harassment.

Position Statement

Youth Lifestyle Options provides services to children and young people who are under the care and protection of the Department of Communities, Child Safety Services.

The role of youth work is pivotal in the residential care and support services provided by Youth Lifestyle Options. Youth workers are a central part in ensuring that an environment of safety and potential for growth is provided to children and young people. The role of the youth worker includes attending to the daily needs of children and young people, assisting children and young people to recognise their potential and achieve their desired goals, to provide an environment conducive to therapeutic growth and self actualisation, to uphold the standards of Youth Lifestyle Options and the policies and procedures within its management.

The role of youth worker primarily rests on assisting children and young people through the use of goals, plans and programmatic approaches, to overcome difficulties and progress towards a successful future. This includes youth workers engaging with children and young people, within a team of youth workers, with management and the larger stakeholder group that supports the child or young person.

Reporting Relationships

Youth workers report to the Manager of Residential Services in all aspects relating to duties and requirements of their contract/employment. Youth workers will undertake therapeutic guidance and supervision by the Manager of Therapeutic Services.

Key Challenges

Youth Lifestyle Options provides residential and support services to children and young people who are considered to have complex or at-risk needs. Due to this the children and young people placed in our service can exhibit challenging behaviours. These include physical and verbal aggression, threats, absconding, self-harm, property damage, defiance and anti-social behaviours.

It is therefore important that youth workers possess skills and knowledge of such behaviours and the underlying psychological and emotional needs. Youth Lifestyle Options provides services based within a therapeutic context. Youth workers have high level contact with management in supervising and monitoring intervention and behavioural support and intervention.

It is also important that youth workers utilise self-care and self-awareness within their work with children and young people, and that they are always evaluating their practise. This will reduce the risk of vicarious trauma and burnout.

Duties

The following are duties that are required of the role of youth worker. These may be adapted or added to depending on the nature of the service or the needs of particular children and young people. What is listed should form the central base of all youth work activities.

- Daily Care
 - Supervision and support of children and young people placed within a residential or support service.
 - Ensuring that the safety and protection of the children and young people in the service are upheld.
 - Facilitation and assistance to children and young people developing skills and achieving goals.
 - Supporting and advocating for children and young people to progress and move towards success.
 - Transportation and support of children and young people in various activities or appointments that are important to their development and growth.
 - Attendance to children and young people's hygiene, health, nutrition and daily living needs.
 - Maintaining a clean and safe living environment.
 - Engaging children and young people in activities that are of both a social and learning opportunity to advance their skills.
 - Uphold at all times the Standards of Care.

- Therapeutic Environment
 - Effective and appropriate role modelling.
 - Creating an environment that facilitates learning, growth and change.
 - Appropriate use of boundaries, structure, choice and natural consequences to support children and young people to learn from their experiences and choose appropriate methods of meeting needs.

- Active listening, validation and problem solving to support children and young people reaching conclusions and decisions that are appropriate for their immediate and long-term future.
 - Responding to the underlying need that is producing difficult and challenging behaviour, thereby responding to the need while addressing the behaviour.
 - Upholding behavioural support and intervention plans and supporting children and young people's emotional and psychological growth as determined by their therapeutic team.
 - Remaining calm and responsive during times of crisis and upholding all Crisis and Risk Management plans and responses.
 - Recognising that all situations provide an opportunity of learning and growth.
- Teamwork
- Attendance at team meetings.
 - Actively supporting members of the team and working together in a unified approach towards the needs of the child or young person.
 - To respect all members of the team and maintain professional relationships.
 - To follow directions that are provided for the benefit of the youth work team and the needs of the child or young person.

Principle Accountabilities & Tasks

- Ensuring that the daily needs and safety of the child or young person are met and upheld.
- Administration of medication (if required).
- Reporting safety hazards within the residential environments.
- Upholding the Code of Conduct and Policy and Procedures of Youth Lifestyle Options.
- To maintain confidentiality and the privacy of the child or young person.
- Daily record keeping and case notes.
- Incident reporting.
- To not engage in activities that will bring the company into disrepute.
- To support the growth and success of the company in supporting children and young people.

Delegating & Decision Making

- NIL

Training & Support

- Supervision and Performance Reviews
- Case specific training
- 24 hour on-call support
- Therapeutic Crisis Intervention
- Trauma
- Mental Health

Knowledge & Skills

- Well developed interpersonal and written skills.
- Ability to work as an efficient member of a team.
- Knowledge and understanding of the developmental needs of children and young people, trauma, and resulting emotional and behavioural issues.
- Capacity to acquire knowledge of legislation, policy and issues relating to children and children and young people involved with the Department of Communities Child Safety Service, Youth Justice and Disability Services QLD.
- Ability to communicate effectively with children and young people of all cultural backgrounds and to support them in cultural needs.
- Flexibility, initiative and creativity in working with children and young people.
- Commitment to providing a safe and secure learning opportunity for children and young people to effectively progress.

Qualifications

- Certificate III in Community Services or equivalent
- Degree in social and behavioural sciences, psychology or related fields is highly desirable.
- Training and short courses relating to trauma, child protection and crisis intervention will be taken into consideration.
- In the absence of formal qualifications, significant experience held will be considered.
- Senior First Aid Certificate (or willingness to obtain).
- QLD Driver's License.
- Blue Card and Criminal History Check.

Experience

- Support role within the health and community sector.
- Minimum 1 year experience within residential care.
- Experience within the child protection field is highly desirable.

The applicants level of knowledge, skills, qualifications and experiences will be taken into consideration collectively in determining the applicants capacity to deliver services as per the position description and upholding the quality service provision of Youth Lifestyle Options.