

# Youth Case Worker

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<b>Program:</b>	Targeted Early Intervention - Youth Services
<b>Responsible to:</b>	Team Leader
<b>Key Relationships:</b>	Service Manager & Team Leader
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award (SCHCADS) Award
<b>Description of Hours :</b>	This is a part-time contracted position (21 hours per week)

## ***POSITION OBJECTIVES***

To provide support to young people aged 12-18 years through a range of services and activities including, early intervention and prevention, case management, workshops, holiday programs and drop in services.

## ***REQUIREMENTS OF THE JOB***

### ***Skills required:***

- Ability to utilise a professional approach to engage with young people and maintain professional boundaries
- Ability to provide direction, guidance and support to young people by modelling as a responsible adult
- Ability to confidently challenge inappropriate and/or unsafe behavior and capacity to provide alternatives
- Proficient skills in negotiation, mediation and advocacy
- Ability to effectively utilise finances within the budgetary parameters of the Project (i.e. when purchasing items utilising Program funding)
- Ability to work effectively with minimal supervision, priorities tasks and meet deadlines accordingly.

### ***Knowledge required:***

- Knowledge of processes to address the complex needs of young people by providing motivation and encouragement to work towards their life plan goals
- Knowledge and understanding of children and adolescents
- An understanding of the need for culturally competent practice when working with young people from culturally and linguistically diverse backgrounds
- Knowledge of the range of services available to young people who are experiencing socio-economic disadvantage.
- Knowledge of Work Health Safety & Welfare legislation and Children's Protection Legislation
- Knowledge and understanding of the needs to maintain professional boundaries with clients

### ***Qualifications:***

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Date of Job Description: Dec 2020

Next Review Date: Dec 2021

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- Tertiary qualifications in Social Work or social sciences

### **Essential Criteria:**

- ☐ Excellent oral and written communication skills
- ☐ An understanding of the contemporary issues facing young people
- ☐ Previous experience in case management particularly with young people with complex needs
- ☐ Strong knowledge and understanding of working with young people and their families from CALD background.
- ☐ Knowledge and understanding of the Targeted Early Intervention program activity, service type and designated outputs expectation.
- ☐ Proven ability to build rapport and motivate young people
- ☐ Demonstrated competent practice regarding professional boundaries
- ☐ A current NSW Working with Children Check

### **Desirable:**

- At least two years' experience working with disadvantaged young people.
- ☐ Demonstrated ability to deliver effective service to young people to ensure outcomes achieved.
- ☐ Knowledge of child protection legislation.
- ☐ Proficiency in a second language would be an advantage
- ☐ Experience in developing and implementing group activities.
- ☐ Current First Aid qualifications

### **Specific Responsibilities**

- ☐ Providing direction, guidance and role-modelling on appropriate behavior and communication skills, and challenging those that are unsafe or inappropriate
- ☐ Coordination of the Youth drop in /other activities
- ☐ Participate co-operatively in building a supportive and cohesive working environment as outlined in the code of conduct.
- ☐ Participate in team meetings, supervision sessions and other related meetings as required as instructed.
- ☐ Assisting young people to establish and reach educational, employment and life goals.
- ☐ Demonstrating safe, effective and positive approaches to conflict resolution (i.e. without the use of violence

### **Administration**

- Adhere to the Riverwood Community Centre's policies and procedures.
- ☐ Completion of funding body data entry requirements accordingly.

### **Professional duties**

- ☐ Attend training sessions if required by the service
- ☐ Attend service learning opportunities as required for upskilling and skills development purpose

- ☐ Educating and informing of opportunities regarding services, programs and activities to encourage their active participation in the community to enhance self-esteem and to build a sense of community identity
- ☐ Engaging sensitively with them to obtain relevant information about their progress, present situation and future aspirations
- ☐ Advocating on behalf of young people and their families with other agencies.

**Participate in the maintenance and the development of the Program’s objectives by:**

Contribute towards the development of the outreach program through team meetings, planning days, and participation in policy development.

- ☐ Contributing to the evaluation and assessment of service delivery models
- ☐ Participating in activities that aim to enhance team cohesion
- ☐ Actively participating in regular supervision
- ☐ Undertaking relevant staff training to ensure ongoing professional development

**Administration:**

- ☐ Responsible for the documentation of client information and activities undertaken including initial assessment case notes and Data completion.
- ☐ Ensuring the accurate recording of all relevant client information (e.g. data base, client notes, incident reports, service delivery issues, case plans, expenditures etc), whilst upholding organisational principles regarding confidentiality.
- ☐ **To be responsible, in consultation with service Team Leader /Program Manager to:**
  - Ensure the target group consistently remains within the Programs’ eligibility criteria and the service specification accordingly.
- ☐ Utilise Program funding effectively and efficiently according to program activity, service type and outlined outputs.

**Organisational Relationships**

The Youth case Worker is responsible and reports directly to the Youth service Team leader and is accountable to the centre CEO’s.

**Extent of Authority**

Able to purchase goods within the procedures for the program activities in consultation with the service team leader and service manager in line with allocated and project plan.

**SPECIFIC RESPONSIBILITIES**

- ☐ Ensure that programs are delivered in an accessible and efficient manner, and are meeting the needs of the community and young people in needs of support.
- ☐ Promote programs and activities to the community

☐ Complete required DEX reports for funding bodies accordingly

**BACKGROUND CHECKS**

Working with Children Check – Yes  
Police Criminal History Check – Yes

**ACCEPTANCE AND AGREEMENT**

I have read and agree to abide to my job description.  
I understand that any breach of this agreement may result in disciplinary action.

Employee Signature:..... Date: ...../...../.....

Manager’s Signature:..... Date: ...../...../.....

Performance Review Period:..... Next review Date: ...../...../.....