



## Youth Accommodation and Support Service (YASS) – Youth Support Worker (Caboolture)

28 June 2021 to 8 April 2022 (maternity locum) – 30 hours/week

YAC values diversity in all its forms and welcomes applications from Aboriginal and/or Torres Strait Islander people; those from ethnically diverse communities; and LGBTIQ+ persons.

To be considered for the role, you **MUST** send your:

- CV or resumé including the names and contact details of at least two referees

**AND**

- confirmation of the **Prerequisites a) - c)** listed in the box below

**AND**

- responses to the **Selection Criteria numbered 1-12 (Essential and Desirable)** (not to exceed 4 x A4 pages in 10 point Arial font in total – length is not an advantage). Where the requirement is for a “demonstrated” skill or experience, you should provide an example of something you have done which shows this. It will help you to read the information about YAC and the role and responsibilities of the position on pages 2-3 of this document.

By email to: [operations@yac.net.au](mailto:operations@yac.net.au)

To be received no later than **9.00am Monday 17 May 2021.**

### Selection Criteria

#### Prerequisites

- a. A tertiary qualification in Human Services, Social Work or similar or at least five (5) years’ work experience in similar roles
- b. A current Working with Children “Blue Card”
- c. A clean “C” class Driver Licence (the position involves travel – vehicle provided)

#### Essential

Demonstrated:

1. high level of excellent interpersonal skills and oral communication and advocacy skills
2. ability to work with young people, including those with complex needs, and with their families where appropriate
3. cultural capability, particularly in engaging and working with Aboriginal and Torres Strait Islander young people, families and communities
4. ability to undertake assessments, identify flexible and innovative short and longer term responses to young people’s housing and other needs, and develop a case plan which addresses these with realistic goals with each young person
5. knowledge of the youth accommodation and youth sector
6. self-motivated with ability to work with minimal supervision and manage own time efficiently
7. ability to work collaboratively with team members and external stakeholders
8. sound understanding of outreach support work with young people, strengths based and trauma informed practice
9. excellent record keeping skills and competence in the use of the usual computer programs - Word, Excel, QHIP etc
10. commitment to YAC’s values and social justice principles

#### Desirable

11. Familiarity with the Caboolture area and/or relevant support services and programs within the area.
12. Sound knowledge of the youth justice (including court support processes) and child protection systems.

## Information for Applicants

This is a great opportunity to join a well-respected community legal and social welfare agency for 10-18 year olds and play your part in helping young people and their families to get their lives back on track! YAC is a well-respected, specialist community legal and social welfare agency for young people 10-18 years who are involved in, or at risk of involvement in the youth justice and/or child protection systems; and/or who are homeless or at risk of homelessness (and aged 16 up to 25 years, dependent on location) across the greater Brisbane area (and beyond for its bail support service).

### VISION

Young people achieve their full potential through the community accepting collective responsibility for their importance, empowerment, rights, well-being and humanity.

### MISSION

To increase young people's access to legal and social justice by actively supporting and speaking out with and for young people.

### PHILOSOPHY

- Unconditional commitment to the UN Convention on the Rights of the Child
- Confidential, professional and honest engagement with young people
- Respectful engagement with stakeholders and others for the benefit of young people
- Holistic responses to address the interconnected and interdependent issues in young people's lives
- Advocacy for young people collectively as well as individually
- Collective responsibility as a staff for working as a team and upholding and delivering on YAC's mission and philosophy

For more detail about YAC and its programs, please see the Annual Report at [https://www.yac.net.au/wp-content/uploads/2019/11/YAC0026-Annual-Report-2019\\_FINAL.pdf](https://www.yac.net.au/wp-content/uploads/2019/11/YAC0026-Annual-Report-2019_FINAL.pdf)

Applicants should note:

- the role involves working with young people and families with significant and complex issues. YAC supports the wellbeing of its staff who are encouraged to access regular supervision, including external supervision if staff consider that is appropriate
- the role includes significant travel (a car is provided for work travel)
- staff must be able to work autonomously and as part of a small team
- there is an expectation that staff will be reliable and punctual, both within the office and in responding to young people and their families, and support diversity and respect in the work place and their practice.

### Position overview

**Classification:** Social, Community, Home Care and Disability Services (SCHCADS) Level 4

**Term:** Contract from 28 June 2021 to 8 April 2022 (maternity locum) - 30 hours per week

**Purpose:** to provide mobile support to homeless young people aged 16-25 years in the Moreton Bay (Caboolture) region. This complements and integrates with YAC's long standing youth homelessness support service which covers the greater Brisbane region and provides both centre based and mobile support.

Applicants should note:

- the work involves travel (vehicle is provided)
- the role involves working with young people and families with significant and complex issues. YAC supports the wellbeing of its staff who are encouraged to access regular supervision, including external supervision such as cultural supervision for Indigenous staff, if staff consider that is appropriate
- staff must be able to work autonomously and as part of a small team.
- there is an expectation that staff will be reliable and punctual, both within the office and in responding to young people and their families, and support diversity and respect in the workplace and their practice.

**Reporting:** The YASS youth workers report to the YASS Coordinator based in Brisbane.

## Framework and practice principles

*Client centred* – staff will be flexible in terms of meeting with young people and their families, going to where they may feel most comfortable. Staff may need to be available before and after formal office hours.

*Strengths based* – the Service will draw on the strengths and resources of the individual and community to address the challenges they face.

*Trauma informed* – the Service will be trauma informed, recognizing the impact of early year's trauma on brain development and the need to identify trauma informed behaviours.

*Culturally competent* – the Service will align with the Australian Institute of Criminology's National Crime Prevention Framework's best practice guidelines for preventing involvement in crime for Aboriginal and Torres Strait Islander people.

*Persistent* - means being visible to young people and showing that you are available to support in a non-paternalistic or patronising manner. Responses will include continuing to work collaboratively with services within the local service system and being visible to groups or at places until rapport is established. It also means being persistent in advocating for the needs of the young person where that intervention is agreed.

*Reliable* - is another fundamental: many vulnerable and disadvantaged young people feel let down by the adults around them. Building rapport with young people means showing that you are reliable in your support: staff must be where they say they will be when they say or do what they say they will do.

*Practical* - will be a key part of the case plan developed with the young person. This also means that responses must be realistic. A young person must feel that they are moving forward and effecting change in their lives and this means strategies and outcomes must be practical and achievable.

*Comprehensive* - recognised that a holistic response to young people's life challenges is the only way to effect change.

## Role and responsibilities

The YASS Caboolture service comprises two part time youth work positions, one of which is an Identified Position. The workers work collaboratively to maximise the resources available to the service and the support which can be provided to young people.

The youth workers provide mobile support, engaging with young people (16-25 years), including those who are sleeping rough, couch surfing or living at home to address their housing needs. Through a case management approach, they work with the young people and their families, where appropriate, to resolve the issues that are putting them at risk of homelessness and support to maintain their housing. As Aboriginal and Torres Strait Islander people are over-represented in the population of homeless people, workers will adopt policies and practices that enhance access to Indigenous young people and ensure service delivery is responsive to their cultural needs and expectations.

The youth workers:

- engage and develop rapport with young people across a range of settings
- undertake assessments to identify young people's housing and other needs
- provide information, referral and/or solution-focussed interventions to young people, and their families where appropriate, to respond to the identified needs including immediate housing options and legal, mental health, substance use, income, education/training/employment and counselling responses and services and facilitate participation in social activities and connection to community
- develop case plans with realistic and practical goals with young people in relation to their identified needs with a focus on maintaining their housing in the short, medium and long-term and the issues which put their housing at risk
- be a strong advocate for young people but also empower them to take control of their lives and make informed decisions
- ensure service delivery is responsive to cultural needs and expectations
- attendance at key interagency forums to ensure knowledge of this program, as a means of being aware of other services, building relationships with workers in other services
- building relationships within the community to identify flexible and innovative accommodation options
- undertake all administrative recording tasks to support the above.