



POSITION DESCRIPTION

POSITION DETAILS

Title	Children, Youth & Families Youth Worker
Position Number	PD088
FTE	Casual
Classification	Level 2 unqualified / Level 3 qualified
Qualifications	Relevant tertiary qualifications in Social Work, Community Services, Social Science, or other relevant tertiary studies
Reports to	Team Leader Placement & Support / Team Leader Youth & Families
Direct Reports	NA
Location	118-124 Pine Avenue, Mildura
Approved By	CEO

ORGANISATIONAL CONTEXT

MASP is a not-for-profit community-based organisation with a long history of service provision to disadvantaged and vulnerable members of our community.

MASP delivers a range of services to children, youth, families, and people with a disability. We focus on outcomes for our clients and seek therapeutic models of care and a trauma-informed approach.

We seek to be the benchmark organisation by which others model themselves.

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

ABOUT US

Purpose: To empower our community to be free from homelessness, abuse, poverty, and disadvantage.

Vision: Thriving Mallee communities, with individuals and families equipped to lead safe, secure, healthy, and fulfilling lives.

OUR VALUES

CONNECTED: We nurture trusting, collaborative, and inclusive relationships.

ACCOUNTABLE: We employ authentic, competent, evidence-based practice.

RESPONSIVE: We demonstrate kind, flexible, timely, and personalised care.

EMPOWERING: We cultivate a strengths-based and enabling environment.

SAFE: We embrace a culturally safe, trauma informed, and dependable ethos.

POSITION OVERVIEW

The Children, Youth & Families (CYF) Youth Worker role is designed to deliver active outreach to multiple youth-based programs in Mildura and surrounds.

The position will support the delivery of youth-specific program areas including:

- **Complex Case Management Service (CCMS)**

In delivering Complex Case Management, you will be crucial in supporting children and families in the Statutory system. You will work directly with at-risk and vulnerable children and young people under Child Protection intervention.

- **Youth Justice Community Support Service (YJCSS) After Hours**

The YJCSS is an intensive support service that is designed to complement Youth Justice's (YJ) statutory case management role. It provides voluntary, community-based intensive support and services to young people involved with YJ, the role provides active outreach and engagement on a rostered basis outside of general business hours.

KEY RESULT AREAS

The CYF Youth Worker is responsible for the following Key Result Areas:

SAFETY – Uphold a commitment to WHS, putting the safety of your team, coworkers, visitors, clients, and yourself first every time.

PEOPLE – Contribute to the success of MASP through facilitating collaboration, high performance and working with respect.

FINANCIAL – Assist in ensuring expenditure within CYF is maintained within budgetary guidelines.

OPERATIONAL – Delivery of outstanding and industry leading services to all MASP CYF clients.

STRATEGIC – Commit and contribute to achieving the MASP business strategy within the CYF program.

CONTINUOUS IMPROVEMENT – Demonstrate a commitment to continuous improvement within the CYF team.

KEY PERFORMANCE INDICATORS

Some of the Key Performance Indicators and duties for success in this role are:

1. Active outreach and engagement with children, young people and families in line with safety and individual planning developed under the programs.
2. Timely intervention, follow up and reporting of risk and concerns relating to the child, young person's safety and wellbeing.
3. Strengthen and create opportunities for the young person's connection to community and community-based activities.
4. 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.

5. Complete allocated tasks in line with the Case Plan / service plan and goals.
6. Actively engage in team meetings / reflective space contributing to the assessment of risk and interventions implemented.
7. Maintain appropriate records and data in line with organisational and departmental standards. Ensuring that files remain audit-ready.
8. Advocate on behalf of young people to facilitate access to specialist, generic and community services, including but not restricted to mental health, drug and alcohol and personal counselling.
9. To be an appropriate role model for young people and families.
10. Provide effective assessment and support, engage clients and assist them to meet the objectives of their support plans.
11. Complete allocated tasks under the direction of the allocated Team Leader or Senior Worker.
12. Provide support in exploring and accessing housing and community options as appropriate to the client group.
13. Provide a client focused approach which considers individual client needs.
14. Provide effective supervision and support to clients accessing the service.
15. Engage and work effectively with carers / families and the support networks to meet the needs of our clients and strive towards best interest practices.
16. Maintain comprehensive professional case notes and client records, including data collection according to program requirements.
17. Motivate, encourage and empower clients to address areas of personal difficulties and consider options for the development of personal wellbeing.
18. Mandatory reports and assessments to be completed within set time frames and to a high standard.
19. Participate in program and team activities and feedback to case managers on the progress of work completed and existing barriers.
20. Participate in supervision on a regular basis.

Some out of hours / weekend work is required.

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.

KEY SELECTION CRITERIA

Essential role-specific skills, knowledge and experience

1. Relevant tertiary qualifications in Social Work, Community Services, Social Science, or other relevant tertiary studies, or enrolment upon commencement.
2. Demonstrated experience and skills in working with young people and families with challenging behaviours and social and emotional difficulties.

3. An understanding of the developmental and therapeutic needs of young people who have experienced trauma, abuse and neglect.
4. Working knowledge of out-of-home care, child protection legislation and youth justice systems, including knowledge of local service system.
5. Understanding of childhood / adolescent development.
6. Understanding of the behaviour management strategies and ability to implement these interventions as outlined in the client planning.
7. Ability to work within the program guidelines, including the ability to adequately assess young people's needs and develop, evaluate and vary plans in relation to those needs.
8. Demonstrated communication skills appropriate to young people and referral points.
Highly desirable role-specific skills, knowledge and experience
9. Experience in a not for profit / charitable organisation.

CHILD SAFE STANDARDS

MASP is committed to providing a child safe environment. We demonstrate this by:

- Having zero tolerance for child abuse
- Actively working to listen to empower children
- Having systems in place to protect children from abuse
- Taking all child abuse allegations and concerns very seriously and responding to them consistently in line with our policies and procedures
- Promoting safety for Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and providing a safe environment for children with a disability.

OTHER REQUIREMENTS

All employment is in accordance with Mallee Accommodation & Support Program Ltd's most current Enterprise Agreement and the Social, Community, Home Care and Disability Services Industry Award 2010.

Employees must comply with MASP Policies and Procedures.

Employment with MASP is contingent upon all employees holding the following at the time of commencement:

- Satisfactory Police Check
- Satisfactory Working with Children Check
- Satisfactory NDIS Worker Screening Clearance
- Driver Licence

It is the responsibility of the employee to maintain these checks for the duration of their employment and to the satisfaction of MASP.

Depending upon the role, employment with MASP may also be contingent upon the employee holding the following at the time of commencement:

- Satisfactory completion of a Fit for Work Assessment

New employees are subject to a satisfactory six-month probationary period.

As a condition of appointment to this position, the appointee must disclose any pre-existing illnesses or injuries which may prevent them from carrying out the duties of their position.