



POSITION DESCRIPTION

POSITION DETAILS

Title	Better Futures / YJCSS Support Worker
Position Number	PD097
FTE & Duration	Part-time 32 hours per week, temporary to 31/12/26
Classification	Level 3
Qualification	Relevant tertiary qualifications in Social Work, Community Services, Social Science, or other relevant tertiary studies
Reports to	Navigator Senior Worker
Direct Reports	NA
Location	Swan Hill
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. MASP is inclusive of all genders, sexualities, ethnicities, abilities, backgrounds and religions.

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 Better Futures / YJCSS (Youth Justice Community Support Service) Support Worker is designed to deliver multiple youth-based roles in Swan Hill and surrounds

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

Better Futures

The Better Futures program assists eligible young people aged 15 years and 9 months to 21 years who are transitioning from Out of Home Care (OOHC) and Kinship Care, or who need post-care support.

Youth Justice Community Support Service

The YJCSS is an intensive support service that is designed to complement YJ's statutory case management role. It provides voluntary, community-based intensive support and services to young people involved with Youth Justice.

KEY RESULT AREAS

The Better Futures / YJCSS Support Worker is responsible for the following Key Result Areas:

SAFETY – Uphold a commitment to WHS, putting the safety of your team, co-workers, 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 Better Futures is maintained within budgetary guidelines.

OPERATIONAL – Delivery of outstanding and industry leading services to all MASP Youth & Families clients.

STRATEGIC – Commit and contribute to achieving the MASP business strategy within the Youth & Families program.

CONTINUOUS IMPROVEMENT – Demonstrate a commitment to continuous improvement within the Youth & Families team.

KEY PERFORMANCE INDICATORS

Some of the Key Performance indicators for success in this role are:

1. To be responsible for and maintain a caseload of clients.
2. To build an engagement while the young person is in care and contribute to the transition planning within the care team settings.
3. Provide case support when the young person leaves care facilitating assessment planning with a focus on long-term outcomes.
4. Engagement will include assertive outreach and support will include varying levels of intensity.
5. Motivate, encourage and empower clients to address areas of personal difficulty and consider options for the development of personal wellbeing.

6. To actively support, encourage and maintain the development of positive relationships, networks and linkages within the young person's community.
7. To actively promote the establishment and maintenance of positive family relationships in accordance with the young person's wishes and as outlined in the care plan.
8. To liaise effectively with relevant services and supports to create linkages and options for young people in the program.
9. To assign, implement and manage a flexible support package based on the case plan for each young person.
10. Mandatory reports and assessments to be completed within set time frames and to a high standard.
11. Engage young people and their families around the issues which underlie offending behaviours and how these behaviours can be addressed.
12. 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.

Some out of hours / weekend work may be 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. Possession of the required qualification (minimum Diploma-level preferred).
2. Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
3. Demonstrate a knowledge and understanding of key issues related to theoretical frameworks that relate to attachment and trauma theory, brain development, age and stage of development, resilience theory, and the neurobiological development of young people who have suffered trauma.
4. Working knowledge of Out of Home Care, Child Protection and Youth Justice legislation and systems.
5. Skills in assertive outreach and engaging with clients that have experienced trauma and/or neglect.
6. Experience in building positive relationships and communicating effectively with internal and external contacts with diverse backgrounds and abilities.
7. Demonstrated ability to assist young people transition and develop the necessary skills for independent living.

Highly desirable role-specific skills, knowledge and experience

8. Case Management experience.

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
- Driver Licence
- NDIS Worker Screening Clearance

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.