

# Position Description



<b>Title:</b>	Youth & Family Support Worker
<b>Business unit:</b>	Home Based Care, Eastern Melbourne
<b>Location:</b>	321 Ferntree Gully Road, Mount Waverley
<b>Employment type:</b>	Full time   Maximum term (6 months)
<b>Reports to:</b>	Team Leader – Home Based Care

## About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We have been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We are there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We are proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## Position purpose

The Finding Solutions Program aims to divert young people away from the Child Protection and statutory systems. The Finding Solutions program supports both parents and young people using a range of interventions that include case management, youth support, parent / youth mediation, parenting advice and liaison with schools and other specialist services.

The Adolescent Support Program aims to assist young people whose circumstances include being at risk, in crisis, homeless and requiring support and/or supervision. The Adolescent Support Program provides flexible and responsive strategies directed to reducing client risk / harm, connecting young people to community groups, allied health services, education / employment activities and work towards the return of young people to their families where possible.

These programs take referrals from other Uniting services, Opening Doors, Homelessness Services, Headspace, schools, universities, TAFE, JSPs, Community Health, council youth services, DHHS Child Protection and Centrelink offices throughout the Eastern Region.

## Scope

**Budget:** *nil*

**People:** *nil*

## Relationships

**Internal:**

- Home Based Care team
- Administration team
- Uniting Service Clusters

**External:**

- DHHS Child Protection

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Date Approved: March 2021	Printed copies of this document are not controlled.	Next Review Date: March 2022

# Position Description

## Youth & Family Support Worker



- Schools, TAFEs, JSP's, Centrelink and council youth services throughout the Eastern Region

### Key responsibility areas

#### Referral and engagement response

- To respond to all referrals provided by line manager within 48 hours by contacting the client/s or referring agencies including DHHS or other allied service providers
- To engage with young person and families using a variety of techniques including outreach, afterhours work, IT and social media
- To maintain weekly "active" clients where two hours of direct client contact / case coordination meetings is provided

#### Direct service delivery

- To provide an immediate response to requests for family reconciliation and mediation assistance from Uniting Intake, DFFH Child Protection, Child First, CYMHS, Headspace, education providers, and other youth and family service providers
- To undertake an assessment of young people's circumstances to ascertain risk, support needs, academic participation and family structure
- In partnership with families; develop and coordinate an Action Plan to address areas of conflict
- Encourage Active Listening Skills, and promote Emotional Intelligence within the family, to improve communication and family cohesion
- Maintain client files and case notes for young people and their families, according to agency policies and procedures
- Facilitate family meetings and youth/ parent mediation sessions, while providing written copies of all agreements to the young person and the parents

#### Agency responsibilities

- Represent the agency at appropriate network meetings when required
- Attend regular supervision with line manager on a fortnightly basis
- Participate in regular team meetings, group supervision and agreed training opportunities
- To actively participate in the CYF service and funding bodies data collection process
- To document and inform the Line Managers immediately of any serious incidents involving clients
- To take direction from Line Managers as appropriate.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Identify opportunities to integrate and work collaboratively across teams
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position

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### Performance indicators

- To provide 2 hours of direct casework per week per client. This time includes face to face, case coordination, transport to and from client contact time, meetings, conferences and phone calls to clients, co-workers and family members
- Understands and has followed correct paperless file management process as per funding agreements and Agency policies. This includes case notes, client outcomes and service provision on CRISP / SHIP, Privacy and Confidentiality, Consent, Grievance and closure of files
- Create/explore and develop pathways to a range of education, vocation and employment opportunities, and facilitate assisted referrals to relevant agencies, education providers and other support services
- Where engagement issues are identified, and/or the young person or family member has missed an appointment, the Team Leader will be notified, and in consultation with the Team Leader, alternative engagement strategies will be implemented
- Meet targets (number of young people supported) as per their EFT status and demonstrates positive outcomes for at least 80% of annual case load.
- Participation in at least one of the following:
  - Cluster committee
  - Uniting working groups
  - Collocation Innovation project site
  - Provide training or mentoring to my peers and students

### Person specification

#### Qualifications

- **Essential:**
  - Cert IV or above in youth work, social work, psychology, welfare work or related field
  - Current Victorian driver licence
- **Desirable:** Family Mediation Training / Experience

#### Experience

- **Desirable:** Previous employment in Homelessness Service Sector, or Early Intervention / Statutory Child Youth & Families Services

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Client focused:** an understanding of the issues that may lead to a young person accessing the homelessness system and ability to respond in a manner that is engaging, flexible and sensitive to individual needs
- **Culturally aware:** values diversity in the delivery of services to young people and families including those from CALD and Indigenous backgrounds
- **Professionalism:** An ability and commitment to working cooperatively with existing agencies in the delivery of services to young people  
**Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment.

### We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.