

Position Description

Title	Youth Support and Advocacy Program (YSAP) Worker
Business Unit	Care and Placement Prevention, Child Youth & Family
Location	648 High Street, Reservoir
Employment type	Full Time, Ongoing
Reports to	Team Leader, FPR Response

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work 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.

We empower children, young people and families to learn and thrive. We're 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're 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 work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (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

1. Position Purpose

The YSAP Practitioner provides support for young people aged 10 to 17 years who live, work or study in the City of Yarra. The program is for young people who have been or are currently involved with DFFH Child Protection, or who may be at risk of Child Protection involvement.

The program works with each young person on their goals and issues using a flexible outreach model. The program goals are to address difficulties in the areas of life such as of family relationships, education and work, alcohol and drugs, managing self and connection with services and community.

2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- Team Leader
- Senior Manager
- Group Manager Child Youth & Family

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- Uniting staff

External

- Youth support networks in Yarra
- Department of Family, Fairness and Housing (DFFH)
- Community and education services

4. Key Responsibility Areas

Service Delivery

- Work with a caseload of up to 12 young people at any one time, including young people from non-Indigenous, Indigenous and culturally diverse backgrounds.
- Use a broad range of engagement strategies to actively engage young people at their home or other safe and accessible locations; demonstrate assertive outreach and creative engagement solutions with hard-to-reach young people.
- Undertake ongoing holistic assessment and interventions identifying strengths and risks in line with the Best Interests Case Practice Framework and other relevant professional frameworks to achieve best practice outcomes.
- Develop, and implement identified goals and care and action plans; regularly review and update these plans in line with program requirements.
- Support young people to fully participate in the development and review of their goals and plans.
- With the young person's consent, engage with family members when possible to support positive family connections.
- Provide counselling to support young people's development and wellbeing.
- Support young people to engage in education and/or training, and to gain practical and life skills
- Provide flexible services including some after hours and weekend work in line with client needs.
- Participate in and/or coordinate care teams, care reviews and case conferences as required.
- Support other services to provide coordinated and timely responses that address young people's issues
- Utilise brokerage to support young people's personal, educational, recreational and cultural activities in line with care plans.
- Provide information, referral and advocacy for young people particularly those impacted by mental health concerns, substance use, complex health matters and risk-taking behaviours
- Other duties as required

Administration

- Fulfill program requirements regarding case records, statistics and other data gathering requirements.
- Provide active holding telephone support to young people awaiting service.
- Undertake intake and referral processes in conjunction with the Team Leader
- Utilise CRISP for client case records

Quality and Risk

- Participate in regular supervision with Team Leader
- Liaise and negotiate with DHHS Child Protection when relevant, in relation to safety and wellbeing concerns.
- Actively seek client feedback and contribute to incorporating this into program planning and delivery
- Support and participate in Uniting's continuous quality improvement process.
- Report risks and concerns for young people to the Team Leader and respond to risk in line with program requirements
- Participate in team reflective practice
- Participate in the development of individual Performance Development Plans

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- Ensure the highest quality of service provision through a commitment to organisational values, policy and procedure adherence, and maintenance of positive relationships with key stakeholders.

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.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

5. Person specification

Qualifications

- A degree in Social Work, Psychology, Youth Studies or a related tertiary qualification relevant to child and family welfare

Experience

- Demonstrated ability as a practitioner in the child, youth and family welfare field
- Experience in working with vulnerable children and young people
- Demonstrated experience in engaging with young people and their families successfully and completing assertive outreach
- Demonstrated ability to assess and appropriately respond to risk for young people
- A commitment to empowerment models of practice
- An understanding of the 'Best Interests' Case Practice Model and Children Youth and Families Act (CYFA) 2005 and 2015 amendments
- Knowledge of adolescent development, trauma and attachment theories
- Well-developed written and verbal communication skills, including the ability to prepare for and conduct meetings and implement agreed actions
- Demonstrated organisational and time management skills
- Computer literacy

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Consumer centeredness:** Demonstrates an awareness of and prioritises the needs of consumers; focus on optimal outcomes for consumers
- **Communication:** Open, honest, articulate and flexible approach to communication – written and verbal. The ability to actively listen.

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- **Interpersonal focus:** strong interest in people and respect for others. The ability to suspend judgement.
- **Cooperative:** Demonstrates team behaviours striving for cooperative and professional relationships
- **Conscientious:** High level self-awareness, with the ability to admit mistakes, as an opportunity for reflection, learning and development.
- **Professionalism:** Professional, confident focused and clear about purpose and able to set appropriate personal boundaries.
- **Administrative skills:** Excellent organisational skills; good computer literacy skills including demonstrated experience in Microsoft Office
- Current driver's licence valid in Victoria

6. 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 relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State 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.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: