**POSITION DESCRIPTION**

**Aboriginal Youth Caseworker**

**Reconnecting Adolescents and Parents Team (RAPT)**

# **ABOUT UNITING**

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

**Our values:** As an organisation we are imaginative, respectful, compassionate and bold.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is one of the largest not-for-profit community service providers in NSW and the ACT, with a rich history of providing services to the community for more than 100 years. We have more than 550 services, as far north as Tweed Heads, as far west as Broken Hill, and as far south as the ACT.

Our focus is always on the people we serve, no matter where they are at in their life. Our range of supports and services are designed in partnership with clients and around their needs

# **ABOUT THE ROLE**

This is a role within the Reconnecting Adolescents and Parents Team (RAPT) (Hunter, New England and Central Coast) team applicants will be required to provide an early intervention service to young people, who are at risk of or have recently become homeless, and their families in order to prevent homelessness and link the young person into educational, vocational, and community pursuits.

# ROLE OBJECTIVES

You’ll play a valuable role as a member of the Team in:

* Contributing to a stronger and more unified Uniting
* Working towards the defined priorities and outcomes for the team and your specific areas of accountability
* Working with your colleagues to understand and apply the translation of Uniting and Business Stream strategies through your regional and/or local plans, thereby ensuring a consistency in service delivery, practice and maximising performance
* Actively participating in communication in order to understand and contribute to a One Uniting way of operating
* Working productively and collaboratively as a positive role model both within your team and with others across Uniting

As a Aboriginal Youth Caseworker in the Reconnecting Adolescents and Parents team (RAPT) you will be required to:

* Provide information, crisis support, advocacy and referral for young Aboriginal and non- Aboriginal people and their families within their communities.
* Provide a time limited early intervention service to young people aged 10-18 years, who are at risk of or have recently become homeless.
  + - Assist young people who are at risk of or have recently become homeless to engage in education, vocational training, employment and voluntary work, social and recreational pursuits, and other community activities.
    - Develop networks in the Central Coast region with agencies that will refer clients to RAPT, assist with providing feedback about RAPT and to whom clients can be referred.
    - Act as a consultant when required to other service providers and community groups who are dealing with youth homelessness issues
    - Strengthen connections with other Aboriginal staff/agencies in the Central Coast region and develop strong partnerships with these services to ensure a flexible and comprehensive service delivery to Aboriginal young people and their families.

# **ABOUT YOU IN THE ROLE**

**Your classification: 49**

**Your directorate:**  **Resilient Families**

**You’ll report to: RAPT Coordinator**

**Your key relationships:**

Internal:

* Youth & Homelessness Services Lead, RAPT Coordinator and Caseworkers

External:

* Relevant services that support the RAPT caseplan
* FACS and DSS in relation to data collection.

# **YOUR RESPONSIBILITIES**

**Financial management:**

* Ensure that all activities and operations within the scope of responsibility are performed in accordance with the allocated budget and policy guidelines

**Operational Processes**

* Communicate and act in ways that reflect the Service Group’s commitment to strengths-based practice.
* Contribute positively to the operations of the Service Group and the realisation of our Strategic Plan and policies.
* Read, sign and abide by the Service Group Code of Conduct.
* Develop a thorough knowledge of the Service Group Strategic Plan.
* Develop a thorough knowledge of your program specific and Service Group policies and practices.
* After consultation, be willing to undertake additional duties, transfer to another equivalent position or assume higher duties when required.
* Accurately complete your timesheet daily and submit to your supervisor fortnightly along with relevant authorised leave forms.
* Utilise a range of flexible intervention strategies and skills with young people and their families in order to prevent youth homelessness. These include:
* Negotiation, conflict resolution, mediation and communication skills within a family setting
* Case management skills
* Advocacy and referral skills
* Assessing the young person’s and family’s needs using a strength based approach.
* Providing and brokering practical support services
* Facilitate parent and/or youth groups
* Write reports to Centrelink with respect to clients, where relevant.
  + - Incorporate the principles of action based research in the work of the program, in relation to the causes of youth homelessness, and the implications for young people and their families.
    - Assist the Coordinator of the program to promote the service throughout the Central Coast region.
    - Work some flexible hours to deliver an efficient and effective service that is flexible in meeting the needs of the target group.
    - Facilitate Aboriginal young people's participation in the development and evaluation of the service and encourage client feedback.
    - Assist in the coordination of community activities that have a youth focus such as Youth Week, NAIDOC week, Child Protection and other youth related activities as they arise.

**Client Management:**

* Ensure that engagement with external parties enhances Uniting’s reputation and growth
* Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders
* Complete and maintain up to date client accountability reports/database/service folders as required by the funding body and Uniting.
* Build and maintain effective team relationships – within own team and across business streams / functions

**People Management:**

* Act as a constructive member of the team
* Contribute to a culture of openness, feedback and productivity
* Actively engage and participate in the performance management framework and review processes across Uniting
* Engage in professional development and set and fulfill development goals for yourself
* Positively model the Code of Conduct and Ethical Behaviour for Uniting
* Represent the Uniting culture and values internally and externally, communicating and acting in ways that are consistent with values of Bold, Respectful, Imaginative and Compassionate
* Model the values and an understanding of the Uniting Church, respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, prioritising collaboration, passionately pursuing social justice and inclusion
* Take care for the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to the attached WHS responsibilities by role
  + - Develop partnerships in the Central Coast region with agencies to enhance referral and access for service users; assist with seeking feedback about the program; and share information with services on relevant youth issues relating to worker expertise/knowledge.

# KEY PERFORMANCE INDICATORS

**Financial management:**

* Performance is monitored on an ongoing basis and financial targets achieved as established by the annual budget process

**Operational processes:**

* All stakeholders in your area of responsibility are constantly communicated with and remain informed and involved in appropriate aspects and projects

**Client management:**

* Client feedback shows sustained improvement
* Client feedback indicates their respect for your services (work) provided and a good working relationship
* Effective client relationships are in place and stakeholders indicate high levels of satisfaction with service delivery

**People management:**

* Feedback from your line Manager confirms your contribution as a member of the team
* Feedback from colleagues and their teams confirms your contribution to an integrated Uniting
* Standards of professional behaviour demonstrate alignment with the Uniting values and are effectively role modeled in all workforce interactions
* Display a commitment to applying work procedures and practices in line with the Diversity Policy.

# THE IMPORTANT DETAILS

**Qualifications:**

* Relevant tertiary qualifications in the social sciences or evidence of enrolment in relevant tertiary qualifications with a minimum of 2 year’s experience working with Aboriginal young people and/or Aboriginal families.

**Your experience ticks the following boxes:**

* Demonstrated understanding of the issues impacting on young people at risk of homelessness and their families
* Demonstrated understanding of the issues impacting on Aboriginal homeless young people and families.
* Demonstrated ability to implement client needs driven casework interventions to effectively engage with young people and their families which build on strengths, focus on solutions and provide support for families and young people to achieve their goals
* Demonstrated experience in facilitating groups for both young people and parents.
* Excellent oral and written communication skills including report writing
* Demonstrated experience in conflict resolution, negotiation and mediation skills.
* Ability to work independently and as an effective member of a team, including effective time management and flexible working hours
* Demonstrated ability to establish effective community networks to promote the service and facilitate access of young people and their families to community resources
* Proven computer skills including word processing, accessing emails and internet and a willingness to be trained in a data collection system
* Demonstrated ability to work in accordance with Uniting’s Core Values of Imaginative, Respectful, Compassionate and BOLD.
* Current Drivers Licence
* Understanding of EEO, OH&S issues and cultural issues

**Core Competencies:**

* You operate with personal integrity and a values base that aligns with Uniting’s
* You succeed through excellent communication skills and a high service orientation
* You engage successfully with clients and other team members as required
* You manage projects and juggle tasks to ensure delivery against objectives
* You have strong written and verbal communication skills
* You are an exceptional team player
* You have a high level of energy and enthusiasm
* You leverage your experience without always referring to it
* You thrive on successful outcomes and not on processes
* You genuinely care about the organization

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| **Child related role** | **Yes** | **WWCC required** |
| Mandatory reporter | Yes | Mandatory Reporters are those employees that deliver services directly to children and young people or who supervise employees who deliver these services. However, all employees have responsibility to apply the Protecting Children and Young People Policy |

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| **Employee Name:** |  | **Managers Name:**  **Title** |  |
| **Date:** |  | **Date:** |  |
| **Signature:** |  | **Signature:** |  |

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| ACCOUNTABLE POSITION | WHS ACCOUNTABILITIES  (AS PER WHS ACT 2011) | ACTION DEMONSTRATING ACCOUNTABILITIES |
| WORKERS (EMPLOYEES, AGENCY STAFF, CONTRACTORS, VOLUNTEERS, STUDENTS) | **While at work, all workers (WHS ACT 2011 Sec 28) must:**   * take reasonable care for his or her own health and safety * take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people * comply, so far as the worker is reasonably able, with any reasonable instruction that is given by Uniting to allow the * organisation to comply with this Act * co-operate with any reasonable policy or procedure of Uniting relating to health or safety at the workplace that has been notified to workers | **All workers must:**   * follow Uniting WHS policy and programs to protect the health and safety of people at work and to understand your personal responsibilities for WHS * attend and/or complete safety-related training including induction and emergency preparedness * comply with WHS instructions from your supervisor/manager, training information, safe work procedures and emergency wardens * if performing new or unfamiliar work, seek information, instruction or training and supervision from your supervisor to perform work safely without risking the health, safety and wellbeing of yourself or others * use equipment that has been provided for your health, safety and wellbeing * report all hazards, incidents and injuries to your immediate supervisor * participate in discussions/consultation about changes to workplace/premises or job task/practice * wear clothing, footwear and personal protective equipment (PPE) needed appropriate for the work being done * do not put other people’s health, safety and wellbeing at risk by your action or inaction |