

## Youth Development Hub - Support Worker

### Program Summary

Using human-centred design principles, Australian Red Cross (ARC) is collaborating with the Port Lincoln community to develop an employer-driven and industry-guided approach to engaging young people aged 15 to 24 in meaningful, structured, and supported training and pre-employment activities. The Youth Development Hub (YDH) will focus on supporting young people (YP) to develop internal and external capacities, including industry specific skills, social and emotional capabilities, and vocational aspiration, and by connecting them with relevant training (at a Cert II, III and IV level). This is driven by local workforce needs.

The YDH will include the following three domains:

1. A Hospitality Domain – to train YP in hospitality and offer real work experience, to provide a sustainable programmatic income, and to provide space to engage the public to create intergenerational community building.
2. A Retail Domain – to train YP in retail and offer real work experience, to provide a sustainable programmatic income, and to provide space to engage the public to create intergenerational community building.
3. Alongside these domains, full wraparound support through partnerships will be provided, as well as existing and developing Red Cross programs.

The YDH model condenses the training and work experience process (often daunting and overwhelming to young people) into achievable, bite sized opportunities of self-discovery, developed with employers and informed by local workforce needs.

### Support Worker

The role works directly with young people, providing support and engagement with the following: employment and training pathways, re-engagement with education, engagement in appropriate support services, engagement in community services, increased cultural and social wellbeing, financial capability and independence, as well as a potential decrease or elimination of antisocial behaviour.

The Support Worker will have the responsibility to engage with and empower young people participating in the YDH Program. They will lead by example, modelling appropriate professional behaviours. The Support Worker will work with the Program Coordinator in the day to-day running of the YDH. They will also participate in engaging and maintaining partnerships with local stakeholders, and will utilise ARC technology such as databases, for program documentation and reporting.