

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Youth Support Worker	Department	Youth Connections
Location	Gladstone and surrounding areas	Direct/Indirect Reports	Nil
Reports to	Youth Connections Coordinator	Date Revised	23 <sup>rd</sup> July 2013

### ■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

### ■ Position Summary

As a Youth Support Worker for the Youth Connections program, you will support young people (aged 14 to 18 years), who have left school early or are at risk of leaving early, to re-engage with education, training or employment. Support will include individualised case management, life skills development, group and peer education activities. The aim of these activities is to help young people to address personal barriers to their re-engagement, and to develop resilience, independence, parenting and social skills. In this role you will also assist young people to access a range of training and education activities and specialist services including counselling, family and health services, through active and timely referrals.

### ■ Position Responsibilities

#### Key Responsibilities

- Assisting in the delivery of case work for young people who have been referred to the Youth Connections service.
- Assist in the development of case management plans for young people, which details achievable goals showing a pathway to moving forward.
- Ensure young people are provided with a range of options to meet their goals and gain access to the community.
- In collaboration with the supervising Case Manager, liaise with referral agencies to ensure a holistic approach in service delivery for referred young people.
- Assist with the timely and accurate completion of all administration including case notes and files.
- Ensure an open, positive, respectful and constructive style of communication in all interactions.
- Develop and maintain relationships with clients, family contacts, referral agencies and the general community through effective liaison and communication.

### ■ Position Selection Criteria

#### Technical Competencies

- Good communication, negotiation & interpersonal skills and the ability to build rapport, establish positive and constructive relationships with clients, other case managers and liaising with vulnerable 'at risk young people.

- The ability to learn and develop effective solutions and assist in identifying problems in order to achieve positive outcomes.
- Ability to work with young people and offer the basic levels of support needed within a program structure and funding.
- Demonstrated time management and organization skills to ensure individual and team targets (KPIs) are met.
- Demonstrated knowledge and experience of resources and support services.
- Experience in youth programs, and the desire to learn the skills required to work with young people with complex needs.
- The ability to learn casework principles and develop an understanding of casework services for vulnerable 'at risk' people.

### Qualifications/Licenses

- Current drivers license
- Working with children blue card or the ability to hold one.
- Tertiary qualification in youth work, children's services, social work, community services or human services and / or a related field is desirable
- Knowledge of / experience in not-for-profit human service sector is desirable

### Behavioral Capabilities

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**  
Demonstrates sensitivity to diversity | Appreciates diversity and is open to the perspective of others | Values, builds and develops diverse teams
- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**  
Gathers information from key sources to fully understand the situation | Probes for further information to clarify vague or confusing issues | Differentiates key elements from the irrelevant or trivial | Makes prompt and clear decisions based on comprehensive research
- **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**  
Takes accountability for delivering high quality results | Stands by own decisions and takes responsibility for them | Sees tasks and projects through to completion | Maintains consistent high levels of effort throughout the working day | Accepts and tackles demanding goals

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:

**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**

- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements

- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters