

**Position Description**  
**Position title: Residential Youth Worker**

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| **Mission Australia** | |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.  We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.  Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.  *“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration |
| Goal: | To reduce homelessness and strengthen communities. |
| **Position Details:**  Position Title: Residential Youth Worker | |
| Division: | Service Delivery |
| Reports to: | Coordinator |
| Position Purpose: | To manage clients from diverse backgrounds and with varying leaves of health and personal problems within the residential refuge. In addition, maintain vigilance in personal safety and awareness, whilst offering the highest level of care and support. |
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**Position Requirements (What are the key activities for the role?)**

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| |  |  | | --- | --- | | **Key Result Area 1** | **Client Support** | | **Key tasks** | **Position holder is successful when** | | * Direct client support at the 24-hour refuge which will include, overnight, weekend and evening shifts * Respond to referrals and undertake initial client assessments to determine suitability for support from the service. * Undertake initial intake for clients, including all necessary paperwork and application forms. * Induct clients into the service including the property, facilities, surrounding services, financials and regulations. * Provide practical, direct and 24-hour support to crisis clients including washing of clothing, provision of food and continuous monitoring to ensure their ongoing safety whilst at the service. * Assist clients in the process of transition out of the service into independent living or other arrangements/services. * Work alongside clients to achieve support plan goals including referrals to supplementary services as needed. * Conduct group workshops and program sessions for clients as identified in case plans. Including conducting comprehensive living skills programs during shifts. * Provide supported referrals to enquiries where service is at capacity or not suitable * Provide ongoing supervision and support for young people within the service to assist them in progress towards support plan goals as well as identifying and supporting new goals or changes in goals. * Provide and facilitate access to post crisis support to sustain young people in their accommodation | * Staff will be available to work on a rotating 24-hour roster. * Thorough initial assessments are conducted resulting in only suitable clients being brought into the service. * Thorough registrations are conducted and all required paperwork is completed and put on file. * Clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities. * 24-hour support is provided for all clients ensuring consideration for their general wellbeing and privacy. * Clients are effectively transitioned out of the service where appropriate and offered ongoing support from internal services. * Ongoing flexible support is provided for clients that meet their individual needs and situation * Group and individual programs are facilitated in response to individual and group needs and clients are supported to increase their living and life skills. * All enquiries to the service are responded to in an appropriate and supported manner * Young people are supported in a flexible and holistic manner and encouraged and supported to reach their goals * Young people receiving services have access to supports on evenings and weekends. | | **Key Result Area 2** | **Program Support** | | **Key tasks** | **Position holder is successful when** | | * Liaise with Case Managers to arrange appointments for clients as necessary. * Support Case Workers and other staff with interactions with clients and assistance with challenging issues. * Ensure that information is gained from and shared with Case Managers regarding the circumstances and needs of clients. * Assist in the general supervision of clients throughout the service to ensure appropriate support, safety and adherence to regulations. * Contribute to the general running of the service including relief cooking and cleaning, maintenance management and sourcing of supplies. * Develop positive working relationships with clients and team to contribute to the effective functioning of the service and improved outcomes * Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, training and staff development * Contribute to the ongoing compliance of WHS and Risk Management protocols and practices. * Complete file notes for all young people in line with Mission Australia and program guidelines * Record case information, documentation and all other relevant client information in MA Connect * Provide general wellbeing and safety supervision of clients within the service, attend to and report risks as per Mission Australia policy and program practices | * Clients are referred to Case Managers and appointments are kept where possible. * Ongoing support is provided for other staff and clients where needed. * Open communication is maintained with Case Managers to ensure appropriate treatment of clients. * Client support and safety is always maintained, and all staff and clients comply with service regulations. * Contribution is made where necessary to ensure the effective running of the service. * Strong internal working relationships are developed resulting in improved service functioning and service outcomes * Active contribution is made in team forums and staff are positively engaged in continuous development of the program * The service complies with all WHS/Risk Management and mitigation * File notes are factual, thorough and completed for all clients within the service by the end of each shift * All required information is entered into MA Connect in line with Mission Australia policies and program practices | | **Key Result Area 3** | **Administration** | | **Key tasks** | **Position holder is successful when** | | * Ensure that all required internal and external client paperwork is completed and copies kept on file. * Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goal plans, etc. * Undertake other duties as reasonably requested from your direct manager | * All paperwork is completed and correct and kept as required. * All required administration tasks are completed accurately and in a timely manner. | | |
| **P**  **U**  **Work Health and Safety**  Everyone is responsible for safety and must maintain:   * A safe working environment for themselves and others in the workplace * Ensure required workplace health and safety actions are completed as required * Participate in learning and development programs about workplace health and safety * Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries   **Purpose and Values** | |
| * Actively support Mission Australia’s purpose and values; * Positively and constructively represent our organisation to external contacts at all opportunities; * Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times; * Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.); * To help ensure the health, safety and welfare of self and others working in the business; * Follow reasonable directions given by the company in relation to Work Health and Safety. * Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries * Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards * Actively support Mission Australia’s Reconciliation Action Plan. | |

**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * Senior First Aid * Relevant qualifications in Social/Community Welfare/Youth Work/Social Science, or relevant experience * Current driver’s license * Understanding of youth at risk of homelessness * Demonstrated ability to work collaboratively as part of team * Demonstrated professional approach to the role including maintaining professional boundaries. * Demonstrated ability to undertake basic functional day to day support of clients. |
| **Key challenges of the role** |
| * Ability to work with clients who are facing challenges and multiple barriers. * The provision of support may require liaison with geographically dispersed services which may require the need for regular travel to sites and services. |

**Compliance checks required**

**Working with Children**

**National Police Check**

**Vulnerable People Check**

**Drivers Licence**

**Other (prescribe)**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval**

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| **Manager name** |  | **Approval date** |  |