

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Youth Worker	Department	Community Programs
Location	Milton, QLD	Direct/Indirect Reports	0
Reports to	Team Leader	Date Revised	Nov 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0026685

### ■ Position Summary

The Night Café supports young people aged 12-25 years who are homeless or at risk of homelessness.

The Youth Worker will be responsible for the coordination and delivery of the Night Café service, especially in relation to ensuring the safety and appropriate engagement of young people in the space. You will be working closely with the volunteer team during Night Café hours as well as set-up and pack up. This contribution to the service will require flexible work hours to facilitate operating times on Tuesday and Thursday evenings until 9pm.

### ■ Position Responsibilities

#### Key Responsibilities

- Play a primary role in the coordination and delivery of the Night Café service
- Develop trusting relationships with young people to facilitate access to the services they require to develop the knowledge and skills for independent and healthy living
- Provide referral support and follow up as identified in Night Café intake and any subsequent client interactions
- Engage with young people to assist in the delivery of life skills workshops and other learning and engagement activities
- Employ strengths based approaches and community development practices and principles to build resilience and self-reliance by young people
- Ensure the timely and accurate completion of client management database as well as meeting all other admin and reporting requirements
- Develop strong and supportive relationships with volunteers and partner agencies involved in the Night Café and assist in the coordination of their participation
- Collaborate and provide support to the team as required to contribute to the planning and design of new initiatives and shared organisational service delivery

### ■ Position Selection Criteria

#### Technical Competencies

- Demonstrated skills and ability to effectively engage with young people with complex needs and manage conflict situations
- Strong communication and interpersonal skills, including the ability to work with individuals from a wide range of backgrounds

- Experience in, or understanding of, the housing and homelessness sector
- Ability to implement solution focussed interventions with young people, and to empower clients to be the directors of their own change
- Extensive knowledge of resources and networks available to assist young people experiencing homelessness and other connected issues
- Understanding of the child protection issues, including mandatory reporting
- Demonstrated ability to work both autonomously and as part of a team
- Excellent records management and administrative skills, including proficiency in MS Office and experience using databases
- Ability to develop and maintain effective working relationships with other services to ensure that client's needs are being met and quality outcomes are delivered

### Qualifications/Licenses

- Relevant tertiary qualifications, skills and/or experience in the community or human services, social work, community development or a related field
- Current and valid QLD Driver's Licence
- A Working with Children Blue Card is a mandatory requirement for this role

### Behavioural Capabilities

- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.

## ■ 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 Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- 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.