

# Youth Engagement Worker

STATEMENT OF DUTIES

OCTOBER 2024

Number	Generic
Portfolio	Schools and Early Years
Branch	Student Support
Section/Unit/School	Specified Learning Services
Supervisor	Principal Project Officer Engagement and Attendance
Award/Agreement	Tasmanian State Service Award
Classification	General Stream Band 4
Employment Conditions	Permanent/Fixed-term, Full-time/Part-time Up to 73.5 hours per fortnight, 52 weeks per year including 4 weeks annual leave.
Location	Statewide

## Context

The Back on Track program focuses on supporting young people to engage with the requirements of the Education Act, with a specific focus on young people who have not transitioned from year 10 to years 11 or 12. The program aims to support young people without an active enrolment by reconnecting and assisting them in navigating personal barriers to education and learning, to successfully assist in their re-engagement with education or training.

## Primary Purpose

Work as a member of a multi-disciplinary team to provide a coaching and support service which assists young people and their families to re-engage with the educational system. The incumbent will build and maintain relationships with young people and their families, and contribute to improving transition, attendance and retention. The role will build capacity in young people and increase their participation in educational and training programs.

## Level of Responsibility/Direction and Supervision

The occupant will be responsible for developing and maintaining effective relationships with young people, their families and other stakeholders, including community networks.

The occupant will work with a significant degree of autonomy in day-to-day activities and will operate across multiple locations as part of a team via assertive community outreach. The occupant will receive support, guidance and supervision from the Advanced Skills Teacher, Program Manager and Principal Project Officer or Delegate.

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety and wellbeing of children and young people. This includes the prevention, identification and reporting of child abuse and behaviours which are not consistent with the Department's values.

The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

The Department has a range of delegations across the operational portfolio's which include Finance, People Services and Support (HR) and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

## Primary Duties

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1. Provide assistance to young people who are not currently participating in an Approved Learning Program by connecting them with education, training and work pathways.
2. Build and maintain relationships with young people, families and a broad range of stakeholders to enable and improve the participation of young people in educational and training programs.
3. Coach and continually build the capacity of young people through encouraging and supporting their participation in education, training and work pathways.
4. Provide support for disengaged and disconnected young people through:
  - Contributing to case management and monitoring of disengaged young people.
  - Providing advice to appropriate line managers on individual issues relevant to meeting the requirements of the Education Act.

- Working with care teams including inter-agency support panels and other Government organisations including Disability, Child, Youth and Family Services (including child safety services), Centrelink, housing services and police.
  - Maintaining connections with young people at risk of disengaging from education and training, becoming transient or experiencing family breakdown.
5. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
  6. In accordance with the *Work Health and Safety Act 2012* the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

## Selection Criteria

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

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1. Proven knowledge and understanding of adolescent development issues, including factors contributing to young people's disengagement or the ability to acquire such knowledge.
2. Demonstrated experience undertaking case management functions with vulnerable groups, specifically young people, within an educational context.
3. Well-developed knowledge or the ability to quickly acquire such, of the education, training and work pathways for young people and relevant departmental policies and practices which support young people and their participation in education and training.
4. Well-developed communication and interpersonal skills, including role modelling, negotiation and conflict resolution, to support the ability to engage and work with young people, their carers and members of the general community.
5. Demonstrated initiative, innovation, problem-solving, flexibility and self-motivation to work effectively both independently and collaboratively within a team, with the ability to exercise sound judgement in relation to supporting young people navigating complex issues.
6. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

## Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed and the status of these may be checked at any time during employment. It is the employee's responsibility to advise the Department if there is any change to the status of a registration/licence. This includes notifying the Department of

any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has conditions applied.

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**Essential**

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)
- Current Drivers Licence

**Desirable**

- A Cert IV in Youth Work, Community Services or equivalent.

## Working within the Department for Education, Children and Young People

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected and has equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education, and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence, including child abuse and harm. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Employment within the Department is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

## Commitment to Children and Young People

This is a Department built entirely for children, young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

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**APPROVED BY PSS DELEGATE:** 520040, Manager – Recruitment Operations – June 2020

Request:

Date Duties and Selection Criteria Last Reviewed: 06/20 VH - 10/24 SW

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