

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Youth Justice Program Officer	Department	Community Programs
Location	North Melbourne	Direct/Indirect Reports	Nil
Reports to	Team Leader – Community Wellbeing and Justice	Date Revised	May2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0040838

■ Position Summary

One of Australian Red Cross' key focus areas is supporting individuals impacted by the justice system. In Victoria, we provide support for both young people and adults who have been involved in the system through programs and initiatives in community and judicial settings. This includes:

- Support young people to gain meaningful employment opportunities through WorkREDi and an exciting new partnership
- Advocate for the shift of negative stereotypes and for positive systemic change.
- Develop and maintain necessary external relationships with external stakeholders

The Youth Justice Program Officer (PO) will have two key functions, firstly providing hands on case management support for young people involved in the justice system and secondly supporting in the development and delivery of new and innovative program to support our growth in the justice sector.

Through the case management aspect of the role, the Youth Justice PO will be required to support individuals with complex needs to access relevant services and support. The role will be required to utilise best practice measures and a strengths based approach to case management.

The dynamic nature of the role will require the Youth Justice PO to have a strong in depth knowledge and understanding of the Victorian Youth Justice system including key issues and challenges, restorative justice approaches and the link between justice and disadvantage. This role will require flexibility, strong community and stakeholder engagement skills and the ability to think outside the box to develop innovative approaches to address the challenges associated with the youth justice system in Victoria.

■ Position Responsibilities

Key Responsibilities

Case management

- Provide quality case management support for young people in the justice system which identifies key client strengths, needs, resources available to meet those needs and the methods to assist the client to achieve meaningful change and employment
- Provide effective interagency collaboration and referral partnerships to ensure the needs of clients are met

- Conduct holistic assessments of client strengths, needs and risk assessments and develop and implement appropriate case plans and safety planning
- Maintain updated sector referral pathways for reference by Red Cross people
- Work effectively and collaborate with other justice team members to ensure an effective, open and positive working environment
- Represent Red Cross in forums and networks, and advocate on behalf of clients to improve client opportunities and outcomes in the justice space
- Support in the development of risk frameworks and mitigation strategies.

Project development

- Actively engage in networks, forums and with external stakeholders to identify opportunities for collaboration and growth
- Support and provide advice on youth participation throughout VIC, including supporting new youth led initiatives
- Utilise Human Centered Design principles to develop new innovate projects and initiatives to address key issues and gaps in the Victoria justice system and sector responses
- Develop, maintain and grow strong and effective internal and external relationships and partnerships with key stakeholders
- Seek opportunities to collaborate and partner with external organisations
- Explore and develop opportunities for program development that utilise collaborative opportunities consistent with Red Cross areas of Strategic priority
- Maintain current knowledge of the justice sector including key policy issues, new initiatives/campaigns and responses to the current justice climate
- With support from the Community Wellbeing and Justice Team Leader, develop and implement new and innovative projects and programs that are backed by sound evidence and a strong monitoring and evaluation framework to measure impact
- Recruit, train and manage Red Cross justice volunteers.

■ Position Selection Criteria

Technical Competencies

- Proven knowledge of the Victorian youth justice system, including a sound understanding of the social political issues and needs of individuals in the justice sector
- Experience working in the youth justice sector, including existing relationships and networks
- Demonstrated effectiveness in stakeholder engagement including interagency collaboration and ability to negotiate, lead collaboration, advocate and network with internal and external stakeholders
- Proven ability to provide high quality case management support including demonstrated understanding of how to holistically assess complex client needs, including conducting risk assessments, and developing effective case plans and safety planning

- Demonstrated experience working effectively and sensitively with people from culturally and linguistically diverse backgrounds, Aboriginal & Torres Strait Islander communities and people from disadvantaged backgrounds
- Understanding of effective youth participation and Human Centred Design principles and the ability develop and deliver innovative projects and strategic initiatives
- Understanding of best practice in regards to consumer participation, experience working with individuals with lived experience desirable
- Ability to adapt to evolving work environments whilst maintaining a flexible and professional work ethic and approach
- Knowledge of and experience with evidence and evaluation frameworks to measure impact
- Highly developed presentation, oral and written communication skills
- Proven highly developed analytical, problem solving and time management skills.

Qualifications/Licenses

- Qualification in Social Work
- A Working with Children Check is a mandatory requirement for this role.

Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **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.
- **Organisational effectiveness | Thinking strategically |** Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.

■ 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