

## Mission Australia

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| About us: | <p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</p> |
| Purpose:  | <p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>  |
| Values:   | Compassion Integrity Respect Perseverance Celebration  |
| Goal:     | End homelessness and ensure people and communities in need can thrive.   |

## Position details:

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| Position Title:        | <b>Youth Worker</b>   |
| Executive Function:    | Community Services  |
| Award/Agreement:       | Service Delivery Enterprise Agreement   |
| Classification:        | Community Services Worker   |
| Level:                 | Level 2   |
| Business Unit/Program: | Triple Care Farm  |
| Reports to:            | Program Manager – Residential Services  |
| Position purpose:      | <p>Support and engage young people in the program at Triple Care Farm (Withdrawal and Rehabilitation Program)</p> <p>Acting as an appropriate role model, the Youth Worker is responsible for maintaining an orderly residence where young people learn to live with others and develop appropriate living skills, including budgeting, meal preparation, house cleaning, general self-care and personal hygiene routines. The youth worker is also responsible for providing sport and recreation activities that support young people to engage in the program.</p> |

## Position requirements (What are the key activities for the role?)

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| <b>Key Result Area 1</b> | <b>Child and Youth Safe Practice</b>      |
| <b>Key tasks</b>         | <b>Position holder is successful when</b> |

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| <ul style="list-style-type: none"> <li>• Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>.</li> <li>• Comply with core responsibilities set out in the MA Child &amp; Youth Safe policies, procedures and supporting documents to practice as required by the role.</li> <li>• Proactively raise concerns about any issues that affect the safety and wellbeing of children and young people engaging with MA services.</li> </ul>   | <ul style="list-style-type: none"> <li>• A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>.</li> <li>• Sound application of policy to child and youth safe practice is demonstrated.</li> <li>• Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.</li> </ul>   |
| <p><b>Key Result Area 2</b></p>  | <p><b>Client Support and Supervision</b></p>   |
| <p><b>Key tasks</b></p>  | <p><b>Position holder is successful when</b></p>   |
| <ul style="list-style-type: none"> <li>• Induct young people into the service including the property, facilities, regulations and expectations and the Handbook.</li> <li>• Facilitate, organize and participate in activity based recreational, sporting, educational and therapeutic programs with young people.</li> <li>• Facilitate and provide supervision for off-site activities.</li> <li>• Support the progress of participant residents towards the achievement of their casework goals and their movement through the program.</li> <li>• Support participants to maintain acceptable standards of participant conduct in accordance with the program’s established rules.</li> <li>• Establish positive working relationships with participant, endeavoring to understand and interpret their behaviour, thus influencing positive attitudinal and behavioral change.</li> <li>• Ensure that all cottages are maintained in a tidy and hygienic condition at all times.</li> <li>• In the withdrawal program, provide evening meal for young people.</li> </ul> | <ul style="list-style-type: none"> <li>• Participants are comprehensively inducted into the service and are fully aware of their rights and responsibilities.</li> <li>• Participants are supported in their progress towards targets, with positive outcomes achieved.</li> <li>• Participants access a range of outdoor activities and achieve increased physical fitness.</li> <li>• Participants comply with internal and external regulations with minimal non-compliance maintained.</li> <li>• As far as practicable, participants demonstrate the ability to live successfully in a group setting.</li> <li>• All cottage menus are nutritional and meet the needs of all participants.</li> <li>• Participants are able to prepare, cook and serve a meal.</li> <li>• Participants observe daily personal hygiene routines including oral care; clothes are regularly washed.</li> <li>• All facilities are clean hygienic and tidy at all times.</li> <li>• Participants in the rehabilitation program actively participate in the daily chores roster.</li> </ul> |

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| <ul style="list-style-type: none"> <li>• In the residential program, facilitate meal preparation and household cleaning activities.</li> <li>• Develop menus to ensure they are nutritious and varied, and that the special dietary needs of individual participants are met.</li> <li>• Provide education and guidance to participants on meal preparation and food handling, assisting in providing food and meal. Clean up for participants if required.</li> <li>• Provide guidance and education as required monitor participants' ability to maintain satisfactory standards of personal care, hygiene and grooming.             <ul style="list-style-type: none"> <li>• Resolve participant complaints or refer them to supervisor.</li> <li>• Ensure the safe storage and distribution of participant medications and the maintenance of essential medication records.</li> <li>• Report participant illnesses or injury to facilitate any necessary treatment or first aid.</li> <li>• Design and run recreation activities appropriate to the young people engaging in the program.</li> <li>• Ensure the maintenance of Log and Communication Books as described in the Policy and Procedure Manual including the recording of incidents and events occurring on shift.</li> <li>• Support participants to discharge from the program in consultation with supervisor.</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Participant incidents are documented and addressed in a timely and effective manner.</li> <li>• Participant medications are kept secure at all times, administered appropriately and documentation is accurate and up to date.</li> <li>• Full compliance with reporting policies and procedures is achieved</li> <li>• Appropriate recreation activities are available.</li> <li>• Young people are supported to appropriately discharge from the program.</li> </ul> |
| <p><b>Key Result Area 3</b></p>   | <p><b>Program Support</b></p>   |
| <p><b>Key tasks</b></p>   | <p><b>Position holder is successful when</b></p>  |

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| <ul style="list-style-type: none"> <li>• As required contribute to case planning-monitoring meetings with the Case Coordinator, to ensure the progress of individual participants through their programs and towards the achievement of their goals.</li> <li>• Assist, at every opportunity, the ongoing development of the Triple Care Farm program through the maintenance and expansion of life skills training and recreational, leisure and social activities aimed at the overall development of participants.</li> <li>• Participate in staff meetings, workshops, training courses as required, to improve professional knowledge and skills and the overall service quality offered at Triple Care Farm.</li> <li>• Contribute to continuous quality improvement activities.</li> <li>• Ensure cottage furnishings, equipment and stores are maintained and used with due care. Including completing grocery and cleaning requirements.</li> <li>• Ensure all equipment is maintained and used with due care.</li> <li>• Undertake any associated duties as requested or directed by the Residential Coordinator, the Program Manager, Program Coordinator, Team Leaders or Program Manager.</li> <li>• Ensure the maintenance of Log and Communication Books as described in the Policy and Procedure Manual including the recording of incidents and events occurring on residential shifts.</li> </ul> | <ul style="list-style-type: none"> <li>• Active participation and contribution to case planning-mentoring meetings is achieved.</li> <li>• Participants participate on a range of sporting, leisure and general fitness activities in line with their individual case plan and personal goals.</li> <li>• Active contribution is made to the development of the program including participation in staff training and development.</li> <li>• Continuous quality improvement activities are completed.</li> <li>• Cottages are well resourced and maintained at all times.</li> <li>• Attendance and participation in meetings, workshops and training is completed.</li> <li>• Sports and recreational equipment remain in good condition.</li> <li>• Associated duties are completed efficiently.</li> </ul> |
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| Key Result Area 4   | Administration  |
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| <p><b>Key tasks</b></p> <ul style="list-style-type: none"> <li>• Ensure the efficient maintenance of up-to-date records, case notes and reports on each of the participants.</li> <li>• Maintain residential files ensuring behaviour records, progress notes are filed in correct order.</li> <li>• Ensure that all relevant receipts and invoices are handed into administration.</li> <li>• Ensure that all vehicle logbooks are signed and dated correctly.</li> <li>• Ensure that fleet vehicles are well maintained, clean and that any damage is reported promptly.</li> <li>• Ensure that timecard details are accurate, and all timecard adjustments are submitted through My Time in a timely manner</li> </ul> | <p><b>Position holder is successful when</b></p> <ul style="list-style-type: none"> <li>• Appropriate notes are kept for all participants and reports are written in line with required MA and external standards.</li> <li>• Residential files are created and maintained, with 100% accuracy.</li> <li>• Petty cash is kept up to date and balanced.</li> <li>• All logbooks are completed and accurate.</li> <li>• Vehicles are maintained in good condition.</li> <li>• My Time timecard is well managed with accurate information in a timely manner.</li> </ul> |

*Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.*

## 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 (e.g., Financial, HR, etc.)
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Contribute to an organisational culture that promotes Mission Australia’s [commitment to the safety and wellbeing of all children and young people](#)

- Actively support Mission Australia's [Reconciliation Action Plan](#).

## Recruitment information

### Qualification, knowledge, skills and experience required to do the role

- Relevant tertiary qualification. Human services degree, Certificate IV or Diploma (E.g., AOD, Community Services, Mental Health, Youth Work Cert IV)
- And / or at least three years' experience in with young people with complex needs.
- Knowledge of mental health issues, substance use treatment and working with youth.
- Ability to handle multiple tasks and competing interests.
- Ability to deal with ambiguity and complexity.
- Ability to work as part of a team
- Demonstrated sound interpersonal and communication skills
- Understanding of adolescent mental health issues
- Ability to communicate with adolescents
- Understanding of duty of care
- Computer skills in a Microsoft Office Environment
- Apply First Aid Certificate

### Key challenges of the role

- Managing challenging behaviours; applying appropriate boundaries and consequences where necessary and assisting participants to develop key skills in interpersonal relationships.

## Compliance checks required

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| Working with Children Check                              | <input checked="" type="checkbox"/> |
| Vulnerable People Check                                  | <input type="checkbox"/>            |
| National Police Check                                    | <input checked="" type="checkbox"/> |
| Driver's Licence   | <input checked="" type="checkbox"/> |
| Reasonable evidence of full vaccination against COVID-19 | <input checked="" type="checkbox"/> |
| Other (prescribe)  | <input type="checkbox"/>            |

## Approval

**Manager name** Helen Fuller – Area Manager

**Approval date** 27/05/2022