

1. Position Identification

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| Title: | Youth Worker |
| M | Indigo Junction – Therapeutic High Needs Program |
| Level: | Social, Community, Home Care and Disability Services Industry Award 2010 – Crisis Accommodation Employee - Level 1 |
| Hours of Work | As per contract |
| Date effective: | 05 / 01 / 2022 |

2. Reporting Relationships

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|---|--|
| Responsible To (immediate Supervisor) | Therapeutic High Needs Program Manager |
| Number of Staff Positions (directly supervised) | Nil |
| Number of Staff Positions (indirectly supervised) | Nil |

3. Organisational Values

All employees are expected to work to the vision, mission and values of Indigo Junction.

Vision

Everyone has the right to a safe place to live and grow.

Mission

Indigo Junction will:

- Offer safe, secure and affordable housing.
- Promote independence, education and personal development.
- Build capacity for social and economic participation.
- Support our client's development towards self-sufficiency.
- Use our voice to advocate for social change.

Values

Dedicated Respectful Innovative Informed Collaborative

4. The key objectives of this position are:

- To provide supported 24x7 accommodation and related therapeutic support services for young people who are under the care of Department of Communities: Child Protection who have experienced complex trauma;
- To ensure the young person is safe, supported and increase their knowledge and confidence to reduce the likelihood of future crises;
- To support young people towards more independent living by empowering them with life skills;
- To work within a multidisciplinary team to support the young person in meeting their care plan goals;
- To ensure client outcomes are optimised through the connection to relevant community services

5. The key duties and responsibilities of this position are:

Organisational

- Operate in accordance with the Indigo Junction Policies and Procedures Manual.
- Operate within the Indigo Junction Staff Code of Conduct.
- Operate in accordance with Department of Communities Service Standards and funding contract requirements
- Operate in accordance with the Indigo Junction Case Management Framework.
- Engage with reposting requirements for the program where required.
- Access ongoing professional development and support.
- Maintain good records and support program evaluation, reporting and audit processes as required.
- Other duties as directed by the Therapeutic High Needs Manager, Executive Manager of Homeless Service Delivery or Chief Executive Officer.

Client Services

- Work within Indigo Junction's Trauma Informed Care framework (training and education provided for new staff).
- Under the direction of the Manager, oversee the implementation of effective and efficient delivery of case management in accordance with Service Agreements and the Indigo Junction Policy and Procedures Manual.
- Provide education, informal counselling, and therapeutic support that aid recovery and capacity building life skills.
- Identify client strengths to build individual capacity, resilience and sense of self.
- Provide appropriate referrals to relevant agencies that enhance services to the young person.
- Provide one-on-one casework services to assist young people with complex needs in accordance with contract requirements.
- Support "warm referral" of clients to other services.
- Facilitate case coordination with a range of stakeholders relevant to the position and the needs of young people connected to the program.

- Provide in-home support for clients to undertake supported and/ or independent responsibilities.
- Provide support to young people in attending to their hygiene, health and nutrition.

Community Liaison

- Establish and expand networks within the local community for improved information/referral services to clients of Indigo Junction Youth Services.
- Under the guidance of the Manager develop appropriate collaborative programs to meet the young persons needs.

6. Selection Criteria:

The skills, experience, qualifications and attributes needed to do this job

| <i>a) Qualifications and/or training and/or licences</i> | <i>Essential</i> | <i>Desirable</i> |
|---|------------------|------------------|
| A tertiary qualification in a relevant human services area and at least 3 years appropriate experience; or demonstrated equivalent. | ✓ | |
| <i>b) Experience and knowledge</i> | | |
| Sound understanding of the principles of Trauma Informed Care. | ✓ | |
| Experience and demonstrated competence in working with people in crisis. | ✓ | |
| A commitment to the notion of empowerment and self-determination | ✓ | |
| Understanding of the cultural and social factors that contribute to young people who are taken into the care of the Department of Communities and other crisis. | ✓ | |
| Experience in a case management approach with an understanding of professional boundaries in relation to client work. | ✓ | |
| Experience in providing advocacy and referral. | ✓ | |
| Cultural competency and experience working with young people from diverse backgrounds. | ✓ | |
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| <i>c) Skills and attributes</i> | | |
| High level of interpersonal skills. | ✓ | |
| High level communication skills, both written and oral. | ✓ | |

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| High level negotiation and advocacy skills. | ✓ | |
| High level self-management, time management and organisational skills. | ✓ | |
| Computing skills in word processing, spreadsheets and data-base. | ✓ | |
| <i>d) Training and/or licences and/or clearances</i> | | |
| Current 'C' class driver's licence. | ✓ | |
| Current National Police Clearance. | ✓ | |
| Working with Children Clearance. | ✓ | |
| First Aid Certificate (or willingness to obtain one). | ✓ | |

7. Certification

As the occupant of the position I have noted the statement of duties and responsibilities as detailed in this document.

Signature: _____
Youth Worker

Date: _____

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position. This position description is indicative at this point in time.

Signature: _____
Chief Executive Officer

Date: _____