

<b>Position title</b>	Coordinator Youth Intake & ReConnect - fixed term 12 month contract	<b>Reference</b>	Coord-Youth Intake & ReConnect (DWN&P&R)
<b>Award &amp; Classification</b>	Award: SCHAD's 5 Level: 1 - 3	<b>Reporting to</b>	Operations Manager Youth Support & Development
<b>Location</b>	Darwin & Palmerston	<b>Cost Centre</b>	3100, 3150, 3800, 3850
<b>Section</b>	Youth Program Stream	<b>Program</b>	YSD, REC-DWN, REC-PR
<b>Approved</b>	Deputy CEO	<b>Date</b>	27 December 2018

## Agency Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

## Purpose of the Position

You will be responsible for the youth intake assessment and emergency relief services by effectively engaging, assessing, referring, providing brief interventions and coordinating support for young people aged 12-25 years and the ReConnect Program for young people 12 – 18 years and their families. You will ensure services are culturally appropriate and includes responsive direct case work and assistance to support young people who have left the family home or who are at risk of early home leaving on agreed casework plans. You will mentor and supervise staff, providing services to the Youth Support & Development Division intake & emergency relief service and the ReConnect Program and support staff to undertake group work, project work and community capacity building activities which strengthen the skills base of the target group and the early intervention capacity of the local service system.

You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

## Selection Criteria

### Position specific requirements

1. Qualifications in human Services / Social Sciences combined with three (3) years direct experience working with high risk / vulnerable young people and families in community - based environments (essential).
2. Minimum two (2) years' experience managing staff and teams using contemporary approaches to supervising and developing staff, reviewing and managing performance and managing cohesive multidisciplinary teams (essential).
3. Knowledge of the child protection system and local youth, family & homelessness service system.
4. Substantial experience in the application of Youth Work practise frameworks, youth focused family friendly approaches and community capacity building strategies.

5. Experience in assessment, assertive outreach strategies and ability to effectively engage with young people with challenging and/or trauma related behaviours associated with child abuse, neglect and/or family breakdown.
6. Demonstrated ability to communicate and negotiate effectively with people at all levels of organisations including statutory authorities, service providers, families / carers and key stakeholders.
7. Well-developed writing and ICT skills including the ability to master data collection systems, maintain client related records and produce good quality internal and external reports on time.
8. Demonstrated team work skills, resilience, ability to multitask and work under pressure and commitment to a productive, cooperative and friendly workplace.
9. Willingness to participate in supervision, reflect on practices, review performance and adhere to work plans and reasonable workplace directives .

### **General Requirements**

1. Demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities and staff.
2. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Northern Territory Driver's Licence.
6. First Aid Certificate (or willingness to obtain if required).

### **Key Accountabilities and Responsibilities**

#### **1. Staff Management, Support and Team Development**

- Provide effective line management: supervision, support and mentoring to the Youth Intake and ReConnect staff - ensuring performance reviews are undertaken in timely manner.
- Ensure timely approval of rosters and leave applications in consultation with the Manager.
- Convene regular team meetings, team building and case review sessions with the staff .
- Work closely with the Manager, Operations Manager and Human Resources on any industrial matters as directed.
- Work across the Darwin & Palmerston Youth Support & Development office sites. This position may require the Coordinator to participate in the shared 24/7 On Call roster and involves flexibility in working outside business hours at times.

#### **2. Provide Effective Trauma Informed Youth Focused Case Management & Group Work**

- Provide professional youth focused family friendly case management services and practical assistance to the target group in line with Anglicare NT policies, procedures, standards, contracts, work plans and legislation.
- Ensure client interventions and case management services are culturally safe, strengths - based and solution focused and trauma informed with a focus on engagement, respectful relationships and practical outcomes in line with agreed case work plans and group work programs.
- Undertake safety and risk audits in relation to client work, putting appropriate strategies in place in terms of family violence/the potential for aggression and child protection considerations.
- Contribute to a service culture of youth participation, empowerment and informed decision making;

ensuring client rights are acknowledged whilst fostering respectful relationships and positive self-care.

- Provide targeted stage/age appropriate group work which promotes social and cultural connections, development of relational and practical life skills and creates participation opportunities.

### **3. Stakeholder Engagement & Networking**

- Maintain network of relevant government and non-government organisations and relevant private providers in order to leverage support for the target group.
- Ensure engagement with stakeholders to develop and work together on community projects of common concern.
- Promote the service and contribute to community awareness activities to increase understanding of the issues facing young people.

### **4. Quality Service Delivery**

- Maintain comprehensive client documentation, ensuring data is entered correctly into the DSS Data Exchange System (DEX) and client file records are up to date, in good order and filed correctly.
- Manage allocated programs and service improvement projects in line with Anglicare NT policies, procedures, standards, contracts, work plans and legislation.
- Contribute to quality service delivery through continuous improvement activities including case reviews, service reviews and the integration of action research processes and client feedback.
- Respond in line with incident reporting requirements in times of a crisis, emergency or following a complaint. Ensure matters are escalated as required and documentation completed.
- Ensure administrative, finance, HR, risk management and asset management procedures are adhered to

### **Other Duties and Requirements**

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to Anglicare NT delegations, policies and procedures and general conditions of employment.
- Model Code of Conduct by working cooperatively and effectively with clients, colleagues, management and external stakeholders.
- Comply with funding contracts, operational guidelines, budgets, approved work plans, data collection, reporting requirements and task directives.
- Comply with Anglicare NT's WHS requirements – remain vigilant about the potential for client / customer related behavioural risks and contribute to a safe working environment.
- Support organisational activities linked to Anglicare NT's Reconciliation Action Plan (RAP) including undertaking Aboriginal and Torres Strait Islander cultural competency training.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with team members to address service improvement requirements resulting from client complaints, stakeholder feedback and / or internal or external evaluation processes.
- Keep up to date (read) with emails, staff meeting records, AngliShare (intranet) updates and maintain your knowledge of policy and procedures.
- Contribute to organisational planning and review days, promotional activities, key events and quality improvement and accreditation processes as required.
- Participate constructively in supervision, performance reviews, professional development and training as required.

- Maintain attendance, leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as directed from time to time within skill set, knowledge and scope of practice.

### **Delegation of Authority**

Expenditure, Operational / Administrative, Personnel, Management and Legal – as per current Delegation of Authority Schedule (endorsed by the Board and periodically updated).

This position is graded at an Award Level whereby staff can be allocated for supervision on a temporary or permanent basis. This position is designed to have up to four (4) direct staff reporting to it.