**About MOIRA**

MOIRA is a not-for-profit organisation providing a range of services for people living with disability, young people experiencing disadvantage, as well as their families and carers. We work with people creatively and with efficacy to support personal aspirations and life goals.

As a MOIRA team member, you work alongside a group of vibrant, dedicated professionals guided by a shared set of values and a vision to support people from all walks of life

**MOIRA’s Vision and Values**

**For all people to lead rewarding lives as valued members of society**.

To help us realise our vision we are guided by our four values.

* providing outcomes-based services that customers find **valuable**
* having a **trustworthy, person-centred** approach to service development and delivery
* being **engaging and dignified** in our dealings with all persons and organisations
* taking every opportunity to **learn from our customers.**

**MOIRA’s Cultural Values**

Alongside MOIRA’s external values and vision MOIRA celebrates a strong set of internal cultural values that support team members to bring their best self to work each day.

**TED:** Trustworthy, engaging, dignified – these are primarily outward-facing values

**CIC:** Committed, innovative, curious – these are more inward looking.

This document should be read with:

MOIRA’s Code of Conduct (HR-F003) and the terms of the employment contract.

**POSITION SUMMARY**

The Youth Worker is accountable to the Team Leader Youth Services for the efficient and effective service to Service Users within the established guidelines and budget. The role also involves working in the community to develop and enhance appropriate services for young people and their families and for developing partnerships with other service providers and the community.

The Youth Worker understands program guidelines, legal requirements and current philosophical and cultural aspects of service delivery.

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| **Responsibilities** | * Understands the service and its stakeholders. * Has a clear understanding of MOIRA’s culture as the means by which goals are achieved. * Reinforces MOIRA’s vision and values regularly and consistently in interactions with team members. * Actively promotes a safe working environment, to ensure the health and safety of all MOIRA team members. |
| **Capabilities** | * Empathy with stakeholders: internal (within and outside of the respective team) and external. * Determination to understand & fulfil the business model. * Adaptable and flexible in approach promoting MOIRA’s cultural values across the organisation. * Is committed to and capable of meeting and exceeding the set targets. * Willing to pursue opportunities for MOIRA to do more, do better or both. * Capacity to work effectively both as a sole worker and as a member of a professional team. * Excellent interpersonal and communication skills including the ability to initiate and maintain contacts with a broad range of service providers. * Diverse problem solving skills and a high degree of original and independent thinking.   Professional knowledge/capability in the following areas:   * Displays extensive knowledge of applicable legislation such as the *Children Youth and Families Act* *2005* (Vic) and contemporary best practice according to the NDIS Quality Safeguarding Framework and DHHS Standards as amended from time to time. * Extensive capability working in the community sector. * Knowledge of or capability working in the youth sector. * Awareness and appreciation of current prevailing philosophies and trends in the area of youth services. * Knowledge and capability regarding managing case loads. * A current Victorian driver’s license. * Sound computer skills including Microsoft office products |
| **Networks** | * External: service users and their broader supports and business partners. * Internal: leaders and team members (including but not limited to the respective team). |
| **Qualifications & Experience** | * A Tertiary qualification in youth work, counselling, community services or other relevant discipline and/or proven experience in the delivery of services to young people experiencing complex behaviours |
| **Reporting Relationships** | * This role reports directly to the Team Leader ‐ Youth Services. |
| **Functional Responsibilities** | The Youth Worker:   * Provides support, case coordination and outreach services to young people. * Builds, consolidates and enhances support options for all service users in relation to planning and coordination. * Develops and maintains a positive relationship with young people, undertakes assessment and establishes a support plan in conjunction with the young person. * Negotiates access to appropriate services utilising lateral thinking and creative problem solving where necessary. * Maintains appropriate files and records to facilitate good case coordination and accountability. * Liaises and collaborates with a range of service provider’s: community, disability and youth specific. * Ensures that the standards required by relevant legislation are maintained; * Participates in the collection of Data statistics and other relevant reporting requirements. * Advocates on behalf of young people to support their rights. * Is aware of and complies with MOIRA’s quality policies and procedures. * Works outside normal business hours if required on a rotational basis to provide phone support to Young People (under the age of 18) with Targeted Care Packages via the MOIRA Afterhours Oncall Support Service. |