



POSITION DESCRIPTION

Title of Role:	Better Futures – Support Worker	Classification Level:	SCHCADS 5
Business Unit:	YSAS	Type of Appointment:	Fixed term
Division:	Operations	Position Number:	
Award Type	SCHCADS		

YSAS Vision

A community where all young people are valued included and have every opportunity to thrive.

YSAS Purpose

To enable young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

YSAS Values

Honesty	We are impartial and authentic in our practice and in how we relate to colleagues within and outside of our organisation.
Empowerment	We create a positive environment for staff and young people to make valuable contributions.
Accountability	We set high standards and we are answerable for our decisions and actions.
Respect	We respect the rights of others and treat others as we would like to be treated.

Child Safety

YSAS is a Child Safe organisation. We actively promote the safety and wellbeing of young people, and are committed to protecting young people from harm or abuse who come into contact with and/or access our service. Applicants must undergo rigorous screening and recruitment processes, including providing evidence of current WWCC and National Police Check prior to commencing employment.

Position Purpose

Better Futures is a post care service that is a new support model targeting young people aged 15 years and 9 months who are transition from Out of Home Care. In partnership with the Department of Health and Human Services (DHHS), Mission Australia as the lead agency and other consortium partners are delivering Better Futures in the Southern Melbourne and Bayside Peninsula regions. The model promotes early Leaving Care planning and preparation and provides service response to young people who need support to ensure their transition from care to independent living.

There is the opportunity for young people to receive support until 21 years of age to strengthen their independent living skills and empower them to achieve their full potential. Better Futures will provide outcomes focused, flexible and tailored support to young people as they transition from out-of-home care. Underpinning the service delivery model is the adoption of the Advantaged Thinking Practice Approach, which focuses on working with young people to bring out, and invest in their talents and aspirations.

During the initial leaving care planning and preparation stage, Better Futures will primarily involve the provision of limited supports, including supporting the young persons' Care Team in the development and refinement of transition planning. Better Futures supports will intensify six months prior to the young person transitioning from care and upon expiration of their Child Protection order. Better Futures will assume full case coordination responsibility.

Reporting Relationships

This role reports into YSAS Frankston Team Leader

This role has as direct reports:

- Nil

Key Relationships/Interactions

The primary stakeholders that this role will interact with are:

- Department of Health and Human Services (DHHS)
- MIOIRA and VACCA
- Missions Australia
- Monash Health
- Berry Street
- South East Community Links (SECL)
- Out of Home Care (OoHC) providers
- Educational, employment and training providers
- Other community support services for young people

Key Challenges

Incumbents in this role must:

- The Better Futures – Support Worker will provide secondary consultation to case managers and care teams to develop or enhance a young person's 15+ Care to Transition Plan. The Support Worker may provide some time limited support to assist a young person leaving care preparation activities and will only provide Active Supports in exceptional circumstances where inadequate supports are available to the young person. The Support Worker will provide support to young people (aged 15 and 9 months) in their transition from statutory care to independent living.
- The Support worker will need to ensure fidelity of the Advantaged Thinking Practice Approach through service provision to young people.
- The Support worker will need to be able to manage a complex caseload of participants across different support levels, including young people who have experienced significant trauma.
- To hold Care Team members and allocated Case Managers accountable to support successful Leaving Care preparation and planning.

Special Conditions

Prior to commencement of employment incumbent must provide YSAS assurance of their:

- Working with Children's Check (WWCC).
- Satisfactory National Police Check (NPC).
- Any relevant required professional registrations (e.g. AHPRA, CPA, etc)
- Driver's licence.
- Copies of all relevant qualifications.

Other relevant role information

- It is preferable that incumbents in this role have a current First Aid Certificate (level 2) – this may be completed during incumbent's probation.
- Some out of hours work may be required.
- The incumbent of this role may be required to work at various different YSAS sites depending on YSAS operational requirements.

YSAS Conditions

All YSAS employees are required to work in accordance with including but not limited to:

- Occupational Health and Safety Act 2004 (Victoria)

- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Fair Work Act (2009)
- Relevant Awards, Enterprise Agreement
- Duty to maintain privacy and confidentiality
- Smoke Free Workplace
- Code of Conduct
- Child Safety best practice
- Other YSAS policies and procedures, which may be amended from time to time.

Responsibilities

This position description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Better Futures - Youth Transition Coach is responsible for:

Key Responsibilities <i>(delete any that are not applicable)</i>	Major Responsibilities	Performance Indicator/Measurement
Quality Service Provision	<ul style="list-style-type: none"> • In line with program guidelines and YSAS Policy and Procedures, undertake registrations and assessments of allocated young people; • Develop, monitor and review Individual Support Plans, outlining the goals and activities that will assist young people to achieve/maintain independence and achieve their full potential; • Monitor the health and wellbeing of young people; • To build rapport with young people whilst in care and support their transition out of care; • Provide case management support when the young person leaves care facilitating assessment planning with a focus on long-term outcomes; • Facilitate the development of basic life skills for young people; • To actively support, encourage and maintain the development of positive relationships, networks and linkages within the young person's community; • Model appropriate behaviour and facilitate positive communication between young people; • As required advocate on behalf of young people; • Engagement will include assertive outreach and support 	<ul style="list-style-type: none"> • Assessments are undertaken which reflect the needs and strengths of young people across the engagement in the program and inform future planning/service response. • Provide direct support when a young person leaves care facilitating assessment planning with a focus on long-term outcomes; • An Advantaged Thinking practice approach is embedded in all practices, processes and tools that are recognised, value and develop a young person's abilities and talents; • Support young people to improve links with communities and other services; • Promote a safe and friendly environment in order to facilitate the communication between young people; • Maintain a caseload of 18 -20 young people requiring 'Active Support' and 'Limited Support'; • Manage brokerage based on the case plan for each young person in accordance with YSAS' delegations of authority;

	<p>that includes varying levels of intensity;</p> <ul style="list-style-type: none"> • Work in a culturally sensitive, confidential and supportive manner; • Ensure confidentiality and legislative requirements are adhered to and in line with policies and procedures; • Work collaboratively with care teams to determine care and service needs to assist with coordination of care/service needs as required; • Complete service activity and outcome measures as per service protocol; • Other duties as may be reasonably directed by the Manager from time to time, and which are consistent with your position. 	<ul style="list-style-type: none"> • Ensure accurate recording of reports within organisational timelines and procedures; • Develop referral processes and manage referrals to other services;
<p>Referral Networks and Pathways</p>	<ul style="list-style-type: none"> • Work collaboratively with community service organisations to maintain effective referral pathways and opportunities for young people; • Participate in case planning with DHHS, Case Managers taking into consideration shared decision making with the young person and their families; • Communicate with DHHS, Case Managers in regards leaving care transition planning and supports; • Advocate on behalf of young people where necessary; • Foster a co-operative team environment which values collaboration to ensure a focus on efficient systems and client needs; • Actively participate in team meetings, supervision, strategic planning and program evaluation; • Create links to community for the client group; • Work cooperatively with other Government and non-government agencies in maintaining an effective and responsive service delivery system for clients who are transitioning from Out of Home Care (OoHC) system to independence. 	<ul style="list-style-type: none"> • Develop collaborative service/program responses; • Appropriate internal and external referral pathways followed to support young people; • Communicate with DHHS Care Teams of young person's progress; • Contribute to team meetings, professional development forums and reflective practice; • Develop an understanding of YSAS practice frameworks; • Communicate and escalation processes for risk management are followed; • Participate in community development activities such as local youth networks, practitioner network meetings and state-wide forums.

Administration	<ul style="list-style-type: none"> • Administration, data recording and financial accountability. • Prepare client related reports as required. • Adhere to petty cash procedures. • Participate in regular supervision with Manager. • Ensure relevant client files are up-to-date, accurate and meet both organizational and legislative requirements. • Ensure OHS issues are recognized and acted upon. 	<ul style="list-style-type: none"> • Complete administrative tasks, meetings and organizational procedures as required. • Complete reports as specified by the management team. • Answer phones, emails, messages and where applicable respond to presenting need of caller.
Program Development and Evaluation	<ul style="list-style-type: none"> • Contribute to continuous quality improvement in relation to service delivery. • Developing linkages with referral services. • Participation in evaluation and ongoing monitoring of the program. • Include young people in the evaluation of the service where appropriate. • Collaborate with other support services and community based activities to integrate support and provide optimal service provision. 	<ul style="list-style-type: none"> • Ensure quality improvement is adhered with YSAS' procedures. • Ensure effective service is delivered and referral pathways are specific to the specific group.
Continuous Improvement	<ul style="list-style-type: none"> • Contribute to continuous quality improvement in relation to service delivery or business support services and systems. • Developing linkages with referral services. • Participation in evaluation and ongoing monitoring of the programs, services, and systems. • Include clients in the evaluation of the service where appropriate. • Collaborate with other support services and community based activities to integrate support and provide optimal service provision. 	<ul style="list-style-type: none"> • Ensure all work complies of the relevant legislation/ regulations, YSAS' policies and procedures. • Ensure confidentiality of documentation is maintained.

Qualifications, Skills, Knowledge and Experience relevant to the role

Education	<ul style="list-style-type: none"> • Relevant qualifications in in Youth Work, Social Work, Community Services or other health related qualifications (i.e. Social Work, Youth Work, Family Studies, etc.) and relevant experience in the field. • A current First Aid (Level 2) certificate is desirable.
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Experience	<ul style="list-style-type: none"> • Demonstrated experience (min 2 years) in youth work practice. • Demonstrated experience and understanding of engagement issues related to youth. • Demonstrated knowledge of Victoria's Out of Home Care and Leaving Care systems.
Knowledge and Skills	<ul style="list-style-type: none"> • Knowledge of and understanding of the key issues facing young people. • Well organised but able to flex and manage competing priorities and deadlines. • Excellent written and oral communication skills, as well as highly developed interpersonal, coaching, and consultative skills. • Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions. • Good judgment, able to influence senior managers and seen as a credible source of advice.
Personal qualities	<ul style="list-style-type: none"> • A team player, able to work in a collaborative way. • Has tact, sensitivity and diplomacy, ability to think on feet and act proactively with discretion. • Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation. • Commitment to YSAS' values and a working style that reflects these.

Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Better Futures – Youth Transition Coach. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. These behaviours have been drawn from a larger number of relevant behaviours in YSAS's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the role.

Category	Level	Behaviours
Strategic Direction	Foundational	<ul style="list-style-type: none"> • Understands Strategic Direction • Knows how own work contributes to YSAS' goal • Recognises how own work impacts on others • Asks questions to understand impact on others • Contributes to business planning • Is flexible to changing priorities • Is open to change and new approaches
Achieves results	Operational/ Foundational	<ul style="list-style-type: none"> • Ensures expectations and instructions from manager/supervisor are understood • Keeps manager/supervisors informed of progress • Monitors progress towards the achievement of goals • Delivers results by agreed timeframes • Pays attentions to details to ensure accurate/quality results • Prioritises workload effectively and negotiates deadlines where appropriate • Ensure solutions are practical and achievable • Prioritises workload effectively and negotiates deadlines where appropriate
Business Excellence	Foundational	<ul style="list-style-type: none"> • Participates in the bi-annual YSAS Performance Review and Development Process • Openly raises issues with manager • Seeks guidance/advice from others where necessary • Responds positively to constructive feedback • Actively participates in all necessary training • Looks for ways to improve work practices
Working Relationships	Foundational	<ul style="list-style-type: none"> • Seeks input from relevant stakeholders/professionals • Ensures others are kept informed of progress and issues • Actively participates in team work and group activities • Works cooperatively with others • Listens attentively to others
Personal Drive and Professionalism	Foundational	<ul style="list-style-type: none"> • Understands and applies at YSAS Code of Conduct and any applicable Codes of Ethics for their profession • Maintains strict confidentiality of information seen • Takes responsibility for mistakes • Actively participates in identifies training requirements • Follows safe practices in the workplace

Selection Criteria for Appointment into Role

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| <ol style="list-style-type: none"> 1. Experience in working with young people in the Out of Home Care (OoHC) system with multiple and complex needs in an outreach capacity; 2. Demonstrated understanding of adolescent development and an ability to practice a range of interventions, including; conducting complex assessments, care planning, review and casework / case management approaches. In addition, understanding of responding to crises, and accessing other support services; 3. Highly developed engagement and communication skills with young people from a range of backgrounds (including cultural awareness) and age groups, including the ability to model appropriate behaviours and motivate young people; 4. Demonstrated experience of participation in co-operative and collaborative work practices with other service providers (youth justice, police, child protection, out of home care providers) and community groups, including well developed liaison and networking skills; 5. Demonstrated skills in written communication, including report writing, case notes and data recording. |
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NB: Interviews will be conducted on Monday 7th October 2019

Incumbent Statement

I accept the PD as acknowledged above and understand that the PD will be reviewed as required. I also understand that the PD may need to be amended occasionally due to variations in responsibilities and organisational requirements. Changes to the PD will be consistent with the purpose for which the position was established.

Acknowledged by occupant			/ /
	(Print name)	(Signature)	
Acknowledged by line manager			/ /
	(Print name)	(Signature & title)	

Job and Person Specification Approval

...../...../..... DELEGATE (GM or Chief)