

Job Description			
<b>Job Title: Youth Worker (Shift Work)</b>			
<b>Role Purpose</b>	The Youth Worker works within a 24-hour staffed supported accommodation setting to assist young people who are homeless develop independent capacity and support young people to successfully transition into independent living in the community. The Youth Worker will also be responsible for the provision of services consistent with the KPIs outlined in the Western Adelaide Homelessness Service agreements.		
<b>Reports to:</b>	Coordinator	<b>Direct Reports:</b>	Nil
<b>Business Unit:</b>	Homelessness Services	<b>Award Level:</b>	SCDSCA L1
<b>Office Location:</b>	Alberton	<b>HR Approval Date:</b>	April 2021
<b>Internal Relationships:</b>	<ul style="list-style-type: none"> <li>• Coordinators</li> <li>• Managers</li> <li>• Administration</li> <li>• Homelessness Teams</li> </ul>	<b>External Relationships:</b>	<ul style="list-style-type: none"> <li>• Clients</li> <li>• Community Services</li> <li>• Educational Institutions</li> <li>• Centrelink</li> <li>• NAHA Partners</li> </ul>
Person Specification (Knowledge, Skills and Experience)			
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in Community Services, Social Work or equivalent, or relevant and extensive community work experience and training (essential)</li> <li>• Certificate III or IV in Youth Work, Juvenile Justice or Alcohol &amp; Other Drugs (highly desirable)</li> <li>• Current SA driver's licence (essential)</li> <li>• Current DHS Working With Children Check (essential)</li> <li>• Psychological Suitability to work in a Children's Residential Facility (essential or willingness to undertake assessment)</li> <li>• First Aid Certificate (essential)</li> <li>• Current Child Safe Environments certificate (desirable)</li> </ul>		
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in working in partnership with young people from diverse backgrounds, lifestyles and interests</li> <li>• Experience in building respectful relationships with young people and working with principles of youth participation and partnership</li> <li>• Experience in planning and executing group activities for young people</li> </ul>		
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• High level verbal and written communication skills to liaise with staff across all levels, government and non-government agencies</li> <li>• Case planning skills</li> <li>• Knowledge of issues pertinent to young people, particularly in relation to homelessness</li> <li>• Understanding of, and commitment to, principles of social justice, empowerment and self-determination</li> <li>• Knowledge of statutory requirements relevant to young people, including Child Safe Environment, and understanding of the Child Protection Act and Young Offenders Act</li> <li>• Knowledge of the Public Housing sector, including transitional and emergency accommodation</li> <li>• Knowledge of income support options for young people</li> <li>• Demonstrated competence in the use of Microsoft Office applications</li> </ul>		

Job Function Details		
Key Result Area	% of Time	Tasks
Direct Client Service Delivery	40%	<ul style="list-style-type: none"> <li>• Plan, implement and review case work in partnership with the individual young person, including:               <ul style="list-style-type: none"> <li>○ intake and assessment procedures;</li> <li>○ case file management;</li> <li>○ linkages and referrals to other agencies;</li> <li>○ building and maintaining harmonious, respectful and safe relationships within the house;</li> <li>○ assisting with day to day activities including general housekeeping;</li> <li>○ focus on supporting young people to build and maintain other relationships, activities and interests;</li> <li>○ providing information and encouragement to assist development of independent living skills.</li> </ul> </li> <li>• Work in partnership with young people from a client focussed and strengths based practice.</li> <li>• Respond to actions and requests in a professional manner.</li> <li>• Assist young people to develop confidence and increase their self-esteem and motivation.</li> <li>• Maintaining up to date and relevant knowledge relating to client service delivery</li> </ul>
Customer Service & Relationship Management	15%	<ul style="list-style-type: none"> <li>• Advocate on behalf of and maintain the rights of young people by:               <ul style="list-style-type: none"> <li>○ working in partnership with young people to provide a youth- focused service;</li> <li>○ delivering services that acknowledge diversity and the impact of multiple and complex needs of young people;</li> <li>○ developing and utilising networks relevant to the needs of young people.</li> </ul> </li> <li>• Work with other services in the Western Region to improve and expand opportunities available to young people by:               <ul style="list-style-type: none"> <li>○ developing and maintaining links with other government and non-government agencies;</li> <li>○ fostering effective communication with key workers and key agencies and maximising opportunities for collaboration;</li> <li>○ linking with a wide range of community groups to increase cross-referral options.</li> </ul> </li> <li>• Raise awareness of the accommodation needs of young people within the community.</li> <li>• Identify issues affecting young people and contribute to policy and program development.</li> <li>• Assist the organisation to develop mechanisms to increase the participation in the planning, implementation and evaluation of services.</li> <li>• Assist the Leadership team to meet the objectives of funding agreements and program objectives</li> </ul>

Data Reporting	20%	<ul style="list-style-type: none"> <li>• Assist the Coordinator by preparing reporting for data collection requirements.</li> <li>• Maintain a database and work with the leadership group to analyse data for the purposes of reporting and improving upon service delivery.</li> <li>• Report trends and issues arising for people experiencing homelessness or at risk of homelessness</li> <li>• Maintain all requirements of funding and service agreement are met.</li> <li>• Ensure adequate documentation of cases in a timely manner</li> <li>• Ensure adequate documentation of log book in a timely manner</li> </ul>
Team Work	25%	<ul style="list-style-type: none"> <li>• Work across Western Adelaide Homelessness teams to demonstrate excellent communication and interpersonal skills by participating in meetings, supervision, work groups and planning and development activities;</li> <li>• Maintain effective communication interactions with staff and external community partners.</li> <li>• Work within the principles of collaboration with all team members.</li> <li>• Maintain professional workplace code of conduct.</li> <li>• Be an active member of the staff team and positively contribute to a supportive team environment.</li> </ul>
<b>Competency Profile</b>		
Competency	Level	Behaviours
Adaptability and Flexibility	Self	<ul style="list-style-type: none"> <li>• Smoothly handles multiple demands and shifting priorities</li> <li>• Deals with interruptions positively</li> <li>• Modifies approach to suit different people</li> <li>• Is open to different points of view</li> <li>• Copes with organisational change positively</li> <li>• Deals with a minimal degree of ambiguity in own role</li> </ul>
Customer and Client Orientation	Self	<ul style="list-style-type: none"> <li>• Follows through on customer/client enquiries, requests or complaints</li> <li>• Keeps customer/client up-to-date regarding progress</li> <li>• Distributes useful information to the customer/client</li> <li>• Determines the needs of the customer/client through probing and listening</li> <li>• Provides friendly, helpful service to the customer/client</li> <li>• Ask clarifying questions to customer/client to ensure understanding</li> <li>• Offers appropriate solutions to the customer/client</li> <li>• Prioritises work goals that impact the customer/client directly</li> <li>• Diffuses customer/client problems</li> </ul>

Interpersonal Sensitivity	Self	<ul style="list-style-type: none"> <li>• Is attentive towards others</li> <li>• Seeks to understand the viewpoint of others</li> <li>• Recognises the needs and motivations of others</li> <li>• Is sensitive to verbal cues in one-on-one interactions</li> <li>• Is sensitive to non-verbal cues in one-on-one interactions</li> <li>• Understands implicit and explicit emotions</li> <li>• Is respectful towards others</li> <li>• Provides a reassuring presence</li> </ul>
Team Orientation	Self	<ul style="list-style-type: none"> <li>• Displays a genuine intention to work co-operatively with others</li> <li>• Offers to help others achieve common goals</li> <li>• Makes an effort to understand the goals of others</li> <li>• Shares all relevant or useful information</li> </ul>
Judgement	Self	<ul style="list-style-type: none"> <li>• Works through issues to reach logical conclusions</li> <li>• Considers available information</li> <li>• Utilises current skills, knowledge and experience during judgement phase</li> <li>• Weighs up the alternatives according to their likely impact on self</li> <li>• Weighs up the alternatives according to their likely impact on immediate others</li> <li>• Determines the most appropriate action</li> <li>• Anticipates the significance of the chosen action on current performance</li> </ul>
Stress Tolerance	Self	<ul style="list-style-type: none"> <li>• Remains composed, positive and unflappable during trying moments</li> <li>• Resists the temptation to become involved in unimportant issues</li> <li>• Resists the temptation to engage in appropriate or negative behaviour</li> <li>• Persists with task completion/goal attainment despite stressful or hostile conditions</li> <li>• Works to reduce or eliminate unhealthy stress</li> <li>• Handles unanticipated obstacles positively</li> </ul>

**I have read and understand the requirements of this position:**

Signed: \_\_\_\_\_ Name (print) \_\_\_\_\_ Date: \_\_\_\_\_