

## POSITION DESCRIPTION



<b>Position Title</b>	Family and Youth Case Worker – Fixed Term Contract
<b>Reports to</b>	Programs Manager
<b>Supervises</b>	N/A
<b>Location</b>	Goodna, minimal travel required.
<b>Hours and Award</b>	<p>Full-time (early morning and/or late afternoons/early evenings may be required).</p> <p>The position is classified as a Social and Community Services Employee Level TO BE ADVISED under the Social, Community, Home Care and Disability Services Industry Award 2010 (hereafter “the SCHCADS Industry Award”). Superannuation is paid and salary packaging is available.</p>
<b>About The Base</b>	<p>The Base Support Services Incorporated (The Base (formerly Goodna/Ipswich Youth and Community Action Association Inc. trading as The Base Youth Agency)) is a not-for-profit organisation delivering professional, responsive and innovative therapeutic services to young people and families in Ipswich, Goodna and surrounding regions.</p> <p>Services are provided by a skilled multi-disciplinary team of counsellors, youth workers, community workers and case managers, with expertise in assisting young people and families with high and/or complex needs. Services include:</p> <ul style="list-style-type: none"> <li>• Family and youth support services</li> <li>• Fee for service</li> <li>• Disability support</li> <li>• Court Link Community Support Service ( Ipswich City).</li> </ul>
<b>Our vision</b>	Working together with our community to facilitate positive change.
<b>Our mission</b>	The Base Support Services Inc’s Mission is to provide high quality and professional support to the communities within Goodna, Ipswich and surrounding areas. This is provided through a variety of outreach and on-site services specifically to those who may be experiencing, social, emotional, economic and environmental disadvantage. Individuals, families and carers will receive intensive supports to create positive change for self, family and community. The Base Support Services Inc. is committed to upholding the safety and rights of all community members by providing a non-discriminatory safe and welcoming space to those seeking support.
<b>Position objectives/purpose</b>	<p>Under the direction of the Program Manager, the Family and Youth Case Workers are required to assist with activities in the Family and Youth Support Service (FAYSS), specifically providing quality services to young people and their families through outreach, mentoring and intensive case management.</p> <p>FAYSS operates within The Base providing individually tailored and culturally safe outreach, mentoring and intensive case management designed to contribute to positive life outcomes and develop opportunities for young people and their families that:</p> <ul style="list-style-type: none"> <li>• promote social behaviour</li> <li>• increase safety, resilience and wellbeing</li> <li>• help prevent ongoing involvement within the youth justice system.</li> </ul>

<b>Developed: 13 December 2022</b>	<b>Review Date: December 2023</b>	<b>Version No.: 0.3</b>
<b>Management Committee approval date:</b>		<b>Chairperson signature:</b>

	<ul style="list-style-type: none"> <li>• help prevent involvement with the youth justice system</li> </ul> <p>FAYSS works with young people and their families who are out of school, in contact with or at risk of being involved with the youth justice system and face challenges such as homelessness and inter-generational poverty.</p>
<p><b>Key responsibilities</b></p>	<p><b>Leadership and Human Resource Management:</b></p> <ul style="list-style-type: none"> <li>• Be receptive to feedback, apply reflective practice and participate in regular supervision to improve professional development</li> <li>• Attend regular operational and case supervision with the Program Manager. If external supervision is required this may be approved upon request</li> <li>• Expectation to attend EAP</li> <li>• Engage in ongoing professional development to renew and develop skills to enhance the role and the FAYSS Program</li> <li>• Contribute to the development, implementation and evaluation of the annual Operational Plan.</li> </ul> <p><b>Governance and Compliance:</b></p> <ul style="list-style-type: none"> <li>• Comply with the Code of Conduct, Values and policy/procedure</li> <li>• Model positive behaviours and encourage clients to display the same</li> <li>• Comply with organisational requirements including but not limited to the reporting of incidents/complaints/compliments/hazards/risks, timely and accurate data collection and recording, attendance at training and participation in meetings.</li> </ul> <p><b>Service Delivery / Management:</b></p> <ul style="list-style-type: none"> <li>• Undertake initial intake and assessment (including risk assessment and crisis intervention)</li> <li>• Plan, coordinate and provide outreach, mentoring and case management services to clients including information, support, referral, advocacy and skills development</li> <li>• Build trusting and professional relationships with clients and their families</li> <li>• Work intensively with clients and their families to develop goal orientated and individualised support plans (and exit strategies)</li> <li>• Use empathetic listening and problem-solving skills to ensure plans and strategies for support are relevant to clients’ needs, strengths, preferences, and goals (short and long-term) and respectful of their diversity</li> <li>• Develop and facilitate group work (e.g. skills development, psycho-social education) to support the achievement of client outcomes (e.g. in-house or co-facilitated with external service providers)</li> <li>• Regularly meet with clients to review goals, overcome barriers and achieve outcomes</li> <li>• Connect and link clients and their families within mainstream and/or specialist education, health, recreation, cultural and other services</li> <li>• Engage with clients using deployed social media platform</li> <li>• Maintain confidentiality and duty of care, including identification and assessment of risk factors (e.g. domestic and family violence, child safety, threat of harm to self or others) and take appropriate steps as required by policy/procedure.</li> </ul> <p><b>Financial / Resource Management:</b></p> <ul style="list-style-type: none"> <li>• Maintain accurate client files and information systems as per policy/procedure and assist the Program Manager in the preparation of performance/accountability reports (as required)</li> <li>• Work collaboratively with staff to achieve the efficient and effective management of resources (e.g. staff, systems and processes, records) and budgets</li> <li>• Where directed, assist with the provision of administrative and general office duties, which may include but are not limited to reception, telephone, cleaning/housekeeping, filing etc.</li> </ul>

	<p><b>Stakeholders and Partnerships:</b></p> <ul style="list-style-type: none"> <li>• Build strong relationships with clients, their families, and communities, maintain specialist services to support clients to access education, health, recreation, cultural and other services and maximise client outcomes.</li> </ul> <p><b>Policy and Research:</b></p> <ul style="list-style-type: none"> <li>• Work within a client-centred, strengths-based, trauma-informed framework that is culturally appropriate</li> <li>• In collaboration with the Service Manager and Program Manager research and develop best practices and innovative approaches to service delivery</li> <li>• In consultation with the Service Manager monitor and evaluate the effectiveness of FAYSS’ services delivery and impact on client outcomes, and make changes where required and agreed</li> <li>• Keep abreast of legislation and standards as well as sector reform applicable to and/or impacting on FAYSS service delivery</li> <li>• Assess ongoing and future needs of clients and families accessing the FAYSS to assist in continual program improvement.</li> </ul> <p><b>Workplace health and safety:</b></p> <ul style="list-style-type: none"> <li>• Work with the Program Manager to maintain a safe and healthy work environment for staff and clients</li> <li>• Take reasonable care for your own health and safety and that of others in the workplace</li> <li>• Operate in accordance with legislative requirements and WHS policy/procedure.</li> </ul> <p>The duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation and agreement with the Family and Youth Case Worker and the Service Manager</p>
<p><b>Performance standards</b></p>	<p>Performance will be measured by the achievement of the Family and Youth Case Worker’s performance management plan in accordance with the Performance Management Policy.</p>
<p><b>Position Prerequisites:</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Certificate or tertiary qualifications (e.g. youth work, community/human services, social science, social work, criminal justice or related discipline)</li> <li>• Intensive caseload/planning/management experience is a must</li> <li>• Well developed written communication skills including proven ability to maintain accurate and thorough case notes</li> <li>• Ability to communicate and engage effectively with people of various ages, backgrounds and cultures, including conflict resolution skills</li> <li>• Sound knowledge, or the ability to acquire, a range of relevant community resources</li> <li>• Proven organisational skills and ability to prioritise administrative and client load</li> <li>• Emotionally resilient/self-reflective and proactively manage self-care</li> <li>• Ability to work hands-on as part of a team and autonomously when required</li> <li>• Computer literacy, particularly Microsoft Word and Excel.</li> <li>• Data system knowledge and experience eg: Infoxchange systems</li> <li>• Passionate about, understanding of and/or experience working with diverse and/or disadvantaged communities with a youth and family focus, or people with complex, high needs or exhibiting challenging behaviours</li> <li>• Experience in group facilitation and dynamics</li> </ul> <p><b>Additional information – Mandatory Requirements:</b></p> <ul style="list-style-type: none"> <li>• All offers of employment are subject to a satisfactory National Criminal History Police Check, current driver’s license and Working with Children Check (Blue Card) and Disability Worker Screening Check <b>supplied prior to commencement.</b></li> <li>• All positions are required to hold a current First Aid and CPR Certificate</li> </ul>

- All positions are subject to a 6-month probationary period. All staff of The Base are required to participate in operational supervision linked to the objectives as set out in the position description.

*We work hard to make our services welcoming and safe for every person. We are united in keeping children, young people, the elderly and people with a disability safe from harm within our services and the communities we support.*

*We believe in the strength of a diverse and inclusive workforce to help us achieve the best outcomes for the communities in which we operate and serve. We highly encourage applications from people with a disability, from those who identify as part of the Aboriginal and Torres Strait Islander community, from mature aged workers, members of the LGBTIQ+ community and people from culturally and linguistically diverse backgrounds.*

#### **HOW TO APPLY FOR THIS POSITION**

Send a cover letter (1-3 pages) outlining how your experience and skills align with the **Position Prerequisites and Mandatory Requirements:**

1. Your Resume (max 3 pages)
2. Applications that do not meet these requirements will NOT be considered.
3. Email your application to the Programs Manager – admin@tbssinc.com.au
4. Applications are reviewed once received – expected commencement date 27.2.24