

Centacare Catholic Diocese of Ballarat Inc.

POSITION DESCRIPTION

Position:	<i>Youth Support Worker</i>
Location	Ballarat
Division:	Youth and Vocational Services
Reports To:	Team Leader
Time Fraction:	1.0 EFT (75 hours per fortnight)
Date Written:	September 2008

Part A: About Centacare Catholic Diocese of Ballarat

Centacare is the social welfare service of the Catholic Diocese of Ballarat. Centacare delivers a range of programs and services to families and individuals, throughout Western Victoria.

Centacare's Mission:

To provide services which support people to live with choice and opportunity, free from discrimination

Centacare's Vision:

A Just Society

Centacare reflects these major principles of Catholic Social Teaching in all it does:

- Dignity of the Human Person
- Common Good
- Preferential Option for the Poor
- Subsidiarity, and
- Solidarity.

Centacare has three main service divisions: Youth & Vocational Services; Family & Community Services; and Corporate Services.

Centacare currently has offices in Ballarat, Mildura, Red Cliffs, Warrnambool, Horsham, Bacchus Marsh and Hamilton; and outreach services to Daylesford, Colac.

Part B: Centacare's Youth and Vocational Services

Centacare has provided programs and services to 'at risk young people' and their families, throughout Western Victoria, for more than 30 years. Centacare's youth programs focus on: assisting young people to address significant barriers to participation in education, training, employment and community; changing circumstances which inhibit their capacity to develop social and economic independence; achieving a sense of belonging to community; increasing physical and psychological well being and the capacity to lead fulfilling lives. Centacare has developed extensive expertise in assisting youth 'at risk' through the delivery of a diverse range of community based programs targeting disadvantaged and disengaged youth, as well as the delivery of pre-employment and employment programs targeting both young people and adults. Centacare has a strong, proven track record in providing a continuum of support, which includes intensive case management, counselling, group work, mediation, personal development assistance, placement into education, employment and training and post-placement support.

Current Youth and Vocational Services include:

- Jobs Placement, Employment and Training (JPET) (Ballarat and Mildura)
- Youth Transition Support Initiative (Ballarat)
- Juvenile Justice Case Conferencing (Ballarat)
- Start Over – Youth crime prevention through diversion (Ballarat)
- Personal Support Program (PSP) (Ballarat, Mildura, and Warrnambool)
- JobNetwork (Mildura, Redcliffs)
- Indigenous Youth Employment Consultant (IYEC) (Mildura)

Part C: Job Placement, Employment and Training Program (JPET) Description:

JPET (Job Placement Employment and Training) is a Commonwealth Government initiative, funded by the Department of Employment, Education and Work Relations (DEEWR)

The JPET program assists young people, aged 15 – 21 years, who are homeless or have unstable accommodation and who, because of individual and / or environmental circumstances, require a greater level of support and service.

Young people who are eligible for JPET assistance may lack income support, have little or no family support, have limited or interrupted education and have poor life skills and little work experience. Some may have been involved in the juvenile justice system or have been a ward of the state. Others may be displaying behavioral problems associated with abuse, drug dependency or other health related problems. For many of these young people, there may be no significant adult to whom the young person could turn for support.

Young people in these circumstances have many issues which require immediate and consistent attention before employment and training goals can be addressed.

Part D: Youth Transition Support Initiative Program Description:

The Youth Transition Support Initiative is a Victorian Government Department of Education and Early Childhood Development funded initiative aimed to assist disengaged young people aged 15 to 19 to obtain a sustainable education, training or employment option. Transition support workers will provide one to one support and case management to assist disengaged young people to address issues, focus on future goals and develop a career pathway to access sustainable education, training or employment options.

Part E: Major Responsibilities of the Role:

Key Result Area	Major Tasks	Measurement Criteria
Client Support	<ul style="list-style-type: none"> <input type="checkbox"/> Assess the issues and barriers to education, training, employment and community participation of program participants <input type="checkbox"/> Provide individual case management support and assistance to participants to address risk factors and barriers <input type="checkbox"/> Develop and monitor appropriate client Support Plans / Intervention Plans to address risk factors and to develop appropriate pathways to education, training and/or employment, as appropriate <input type="checkbox"/> Link participants with appropriate supports and services, providing advocacy and practical support to assist clients where appropriate <input type="checkbox"/> Monitor placements and service supports <input type="checkbox"/> Assist participants to enter education, training, employment preparation; and to participate in community life <input type="checkbox"/> Engage participant's families/carers/guardians in case-work, where practical and appropriate. <input type="checkbox"/> Liaise with internal and external programs and agencies, schools, youth services to facilitate appropriate support to meet the needs of participants <input type="checkbox"/> Participate in case planning with relevant agencies, when assisting clients <input type="checkbox"/> Advocate to Centrelink on clients' behalf <input type="checkbox"/> Provide post placement support to ensure successful and ongoing placement 	<ul style="list-style-type: none"> • Internal and external Client File Audits • Performance against High Performance Indicators (DEEWR) <p>Client documentation indicates</p> <ul style="list-style-type: none"> • Appropriate case work undertaken for low and high needs participants • Referral and support base established and utilised • Appropriate Support Plans in place and regularly updated for all participants • Regular and appropriate support to placed clients
Training and Group Activities	<ul style="list-style-type: none"> <input type="checkbox"/> Participate in the development of appropriate pre vocational training programs. <input type="checkbox"/> Assist in the delivery of training programs to the client target group <input type="checkbox"/> Contribute to the ongoing evaluation of the effectiveness of training programs as delivered 	<ul style="list-style-type: none"> • Participant feedback surveys • Reflective practice and contribution to training evaluation
File Management	<ul style="list-style-type: none"> <input type="checkbox"/> Maintain confidential, relevant participant files in accordance with policies 	<ul style="list-style-type: none"> • Internal and external Client File Audits • Performance against High Performance Indicators (DEEWR)
Network Participation	<ul style="list-style-type: none"> <input type="checkbox"/> Maintain regular contact with other community agencies, to promote understanding of the needs of participants and the role of the JPET Programme. 	<ul style="list-style-type: none"> • Community stakeholder feedback
Programme development	<ul style="list-style-type: none"> <input type="checkbox"/> Participate in Centacare Youth and Vocational Services Team meetings, Youth Team and JPET staff meetings, professional development sessions and staff training, as required. <input type="checkbox"/> Accept and participate in appropriate supervision on a regular basis. 	<ul style="list-style-type: none"> • Quality reports submitted on time • Performance against High Performance Indicators (DEEWR) • Attendance at supervision recorded.

Part E: SKILLS AND EXPERIENCE REQUIRED:

1. What training or qualifications are required to perform this job?

- Tertiary qualifications in Youth Work, Welfare, Social Work, or relevant discipline/ industry experience.

2. What previous experience is required?

- Experience of assessment, youth support and case management
- Knowledge of community youth support agencies, schools, training organisations, employment services

3. What specific skills and knowledge are required?

Essential:

- Knowledge of assessment, youth support and case management practices
- Capacity to assist in the development, delivery and ongoing evaluation of client training programs
- Knowledge of local youth services networks
- Capacity to engage young people who at serious risk
- Capacity to develop effective working relationships with local schools and training organisations, relevant Community organisations and youth support programs
- Time and priority management skills
- High oral and written communication skills

4. What computer skills are required?

Essential:

- Capacity to develop Word documents, including reports, case notes; data and record keeping
- Preferred knowledge of EA3000

5. What are the personal attributes required for this position?

- Enthusiasm and commitment to delivering high quality youth services
- A demonstrated commitment to Catholic values and Social Teachings
- Ability to work under pressure and meet deadlines
- Lateral thinker/creative thinker
- Demonstrated ability to work as an effective member of a team
- Ability to confidently (and concisely) communicate with members at any level of an organization.

Part F: Special Conditions of the Role:

- The successful applicant will be required to produce a "Working with Children" check, or receipt to indicate that the an application has been made and that the results are pending.
- A current Victorian driver's licence is essential
- Remuneration will be according to the SACS Award and the Centacare Renumeration Salary Scale

Part G: KEY SELECTION CRITERIA:

Essential:

- Tertiary qualifications in Youth Work, Welfare, Social Work, or relevant discipline/ industry experience.
- Experience of assessment, youth support and case management
- Capacity to assist in the development, delivery and ongoing evaluation of client training programs
- Capacity to engage young people who at serious risk
- High oral and written communication skills

Preferred

- Knowledge of community youth support agencies, schools, training organisations, employment services
- Capacity to develop Word documents, including reports, case notes; data and record keeping
- Preferred knowledge of EA3000