

BAIL AND ORDER SUPPORT SERVICE (BoSS) COORDINATOR

YAC values diversity in all its forms and welcomes applications from Aboriginal and/or Torres Strait Islander people; those from ethnically diverse communities; and LGBTIQ+ persons.

Position overview					
Award:	Social, Community, Home Care and Disability Services (SCHCADS) – Level 6				
Purpose:	<p>To manage and implement the youth bail and order support service (BOSS) which provides assistance to young people in the youth justice system to support their diversion from the system and to successfully complete their court orders.</p> <p><i>Note:</i></p> <ul style="list-style-type: none"> • The work is across a large geographic area in South East Queensland which can mean significant travel (including to the Sunshine Coast). • The role involves working with young people and families with significant and complex issues. YAC supports the wellbeing of its staff who are encouraged to access regular supervision, including external supervision such as cultural supervision for Indigenous staff, if staff consider that is appropriate • Staff must be able to work autonomously and as part of a small team. • There is an expectation that staff will be reliable and punctual, both within the office and in responding to young people and their families, and support diversity and respect in the workplace and their practice. 				
Location:	Level 4, 16 Peel Street, South Brisbane QLD 4101				
Hours:	38 hours per week				
<p>Applicants should note:</p> <p>Reporting</p> <ul style="list-style-type: none"> • <i>Externally</i> <p>The position is funded through the Department of Youth Justice and is therefore governed by funding guidelines and YAC's individual service agreement.</p> <ul style="list-style-type: none"> • <i>Internally</i> • The BOSS Coordinator will be responsible to the CEO who reports to the YAC Management Committee. 					
Role and responsibilities					
<p>The key components of BOSS are:</p> <ul style="list-style-type: none"> • intensive individual support • practical support • diversionary/activity based support <p>These components are inter-connected and contribute to achieving outcomes, particularly:</p> <ol style="list-style-type: none"> 1. Increased compliance with bail conditions and court orders 2. Positive changes in relation to: <ul style="list-style-type: none"> learning/employment - cultural connectedness - family relationships - housing/accommodation community connectedness - physical health - mental health - access to disability support 3. Reduction in the risk of re-offending while on bail and in the longer term. 					
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The BOSS team comprises:

- Coordinator who may also hold a small caseload
- Caseworkers – one identified position
- Youth workers – based in Sunshine Coast and in Brisbane

Team and program management responsibilities:

- ensure that there is balance between managing the BOSS team and ensuring the interests of YAC as a whole are upheld
- ensure the successful implementation of BOSS in accordance with the service agreement
- meet reporting requirements which involves extensive and accurate record-keeping including in relation to the distribution of brokerage funds
- ensure a positive and harmonious team environment within the BOSS team; between the BOSS team and members with other YAC programs and staff, noting that not all staff are based at Peel Street.
- provide regular direct supervision and guidance to the casework staff and the youth workers in the program noting that not all staff are based at Peel Street
- participate in quarterly service meetings with the funding body
- develop and maintain positive relationships and regular communication with relevant stakeholders, particularly with Youth Justice /Detention Centre staff; and also legal representatives, accommodation providers, youth agencies as appropriate
- identify and monitor youth justice, remand and youth sector issues associated with this program and YAC.

Case management and support responsibilities:

- engage with casework staff to ensure appropriate needs assessment and case planning, management and review in relation to a young person’s bail and order support with a focus to minimise the risk of further offending while on bail and into the future through positive engagement with YAC and other services and supports
- hold a small caseload where appropriate and provide case management to young people

Required skills & qualifications

Prerequisites

1. Bachelor degree or higher qualification in Social Work, Human Services or other relevant discipline and a minimum of five years working in a relevant environment, or equivalent.
2. Current positive Working with Children Check (“Blue Card”) (Qld ‘No Card, No Start’ rule applies).
3. Clean “C” class Driver’s Licence.

Essential

4. Demonstrated knowledge of, and experience in:
 - the youth justice system, including an understanding of court processes and bail;
 - government service systems, local community agencies, accommodation services and therapeutic services for young people or their families, and the ability to take a coordinating role where appropriate;
5. Experience in:
 - successfully leading and managing small teams and supervision of staff;
 - working with young people, and their families where appropriate, and achieve outcomes in complex and/or challenging circumstances in a culturally appropriate way;
6. Demonstrated high level:
 - effective case management techniques and the ability to support other staff to do the same;
 - self-management skills and the ability to work under pressure;
 - ability to work collaboratively in a multidisciplinary organisation with an understanding of the importance of teamwork across the organisation;

- oral communication and interpersonal skills to engage with stakeholders and staff
7. Highly developed understanding of advocacy and social justice issues, and the rights of children, particularly Aboriginal and/or Torres Strait Islander young people, and young people of CALD background or identifying as LGBTIQ+
 8. Sound computer literacy and record management skills including data analysis and interrogation.

Desirable

9. Good understanding of the child protection system and the child rights framework

Framework and practice principles

Client centred - staff will be flexible in terms of meeting with young people and their families, going to where they may feel most comfortable. Staff may need to be available before and after formal office hours and opportunities to work from home are limited.

Strengths based – the Service will draw on the strengths and resources of the individual and community to address the challenges they face.

Trauma informed - the Service will be trauma informed, recognizing the impact of early years trauma on brain development and the need to identify trauma informed behaviours.

Culturally competent – the Service will align with the Australian Institute of Criminology’s National Crime Prevention Framework’s best practice guidelines for preventing involvement in crime for Aboriginal and Torres Strait Islander people.

Persistent - means being visible to young people and showing that you are available to support in a non-paternalistic or patronising manner. Responses will include continuing to work collaboratively with services within the local service system and being visible to groups or at places until rapport is established. It also means being persistent in advocating for the needs of the young person where that intervention is agreed.

Reliable - many vulnerable and disadvantaged young people feel let down by the adults around them. Building rapport with young people means showing that you are reliable in your support: staff must be where they say they will be when they say or do what they say they will do.

Practical - will be a key part of the case plan developed with the young person. This also means that responses must be realistic. A young person must feel that they are moving forward and effecting change in their lives and this means strategies and outcomes must be practical and achievable.

Comprehensive - recognised that a holistic response to young people’s life challenges is the only way to effect change.

Additional Information for Applicants

This is a great opportunity to join a well-respected community legal and social welfare agency and play your part in helping young people and their families to get their lives back on track!

YAC is a community legal and social support agency that provides free and confidential support to young people who are involved in or at risk of being involved with the youth justice system, child protection system, or homelessness in Queensland.

Vision

Young people achieve their full potential through the community accepting collective responsibility for their importance, empowerment, rights, well-being and humanity.

Mission

To increase young people’s access to legal and social justice by actively supporting and speaking out with and for young people.

Philosophy

- Unconditional commitment to the UN Convention on the Rights of the Child
- Confidential, professional and honest engagement with young people
- Respectful engagement with stakeholders and others for the benefit of young people
- Holistic responses to address the interconnected and interdependent issues in young people’s lives
- Advocacy for young people collectively as well as individually
- Collective responsibility as a staff for working as a team and upholding and delivering on YAC’s mission and philosophy

For more detail about YAC and its programs, please see our Annual Reports on our website – www.yac.net.au/About/Governance