

Youth Engagement & Social Support Officer

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 Home Care Community and Disability Services (SCHCADS) Award – Level 5.1
Purpose:	<p>This is a unicorn role coordinating the establishment of a new project – the Youth Ambassador Program (YAP). The program involves a group of young people from across Queensland with lived experience of the youth justice/homelessness/child protection and other systems, who will meet periodically to consider and advise on youth issues, and will receive support for their needs, including financial support for education/training.</p> <p>The purpose of the YAP is to create a vehicle for young people’s voices to be heard, to influence policy, program, service and strategy design and delivery, across multiple organisations.</p> <p>The successful applicant will lead the implementation of the YAP alongside a small team, while also providing support to the young people, who will be aged 15 – 23 years who have experienced or are currently experiencing risk of homelessness or interactions with the youth justice or child protection systems.</p>
Location:	Brisbane Office. The role includes travel within Brisbane with use of a YAC car and occasional travel to regional centres in Queensland such as Cairns, Rockhampton and Townsville.
Hours:	<p>Part time hours – 15 hours per week 24 month fixed-term <i>(Must be able to work between the hours of 7am and 7pm, Monday to Friday)</i></p>
Applicants should note:	
<ul style="list-style-type: none"> • The role involves working with young people with significant and complex issues or who have experienced significant and complex issues. YAC supports the wellbeing of its staff who are encouraged to access regular supervision, including external supervision if staff consider that is appropriate. • There is an expectation that staff will be reliable and punctual, both within the office and in responding to young people, and support diversity and respect in the workplace and their practice. • This position will work closely with YAC’s Communications & Advocacy Officer, the Community Legal Education Officer, and members of the YAC Legal Team. 	
Role and responsibilities	
<p>This is a rare multi-faceted role that involves:</p> <ul style="list-style-type: none"> • Facilitating co-design of the YAP with external funders and young people • Project management and implementation of the Youth Ambassador Program • Providing youth support to facilitate the engagement and personal development of Youth Ambassadors within the program • Liaising with other stakeholders such as the external funder and other organisations who are referring participants for the program 	

- Reporting to the external funder on the progress of the program

The project management/implementation component of your role requires that you:

- Work actively with YAP Youth Ambassadors and other stakeholders on program co-design.
- Use your knowledge and experience to refine and implement the project plan, with support from team members.
- Recruit young people to participate in the program through program partner organisations.
- Develop and maintain administrative systems to support the delivery program activities
- Work with partner organisations
- Coordinate youth engagement activities.
- Draft staff correspondence, reports, minutes of meetings, project plans and presentations to ensure responsive services to stakeholders and young people.
- Co-ordinate and participate in meetings, workshops and events.
- Assist the Communications and Advocacy Officer to develop and produce digital and promotional content required for the program.
- Liaise and build effective relationships with internal and external stakeholders including YAP partner organisations, ensuring cultural safe practice and communications with people from diverse programs particularly with those who are Aboriginal and or Torres Strait Islander.
- Record and report on engagement activity outcomes
- Continuously assess goals and outcomes of the program, working with stakeholders towards program success

The youth support component of your role requires that you:

- Work individually with Youth Ambassadors to facilitate training education, skills development and engagement within the program.
- Undertake assessments and develop case plans as necessary involving tasks including transport to YAP meetings, assisting them to access internal or external stakeholders to assist with income support, housing, healthcare or mental health care, education, and training.
- Utilise a trauma-informed approach to develop positive and purposeful relationships with young people to support them to engage and participate in the program but also achieve goals for their personal development.
- Provide flexible support to YAP participants (ambassadors) who have been identified as needing brief interventions and provide follow up support and facilitated referral to appropriate agencies.
- Work collaboratively with internal and external stakeholders to achieve the support needs of the Youth Ambassadors.

Required skills & qualifications

Prerequisites

University qualification in Social Work, Human Services, Education or similar relevant discipline with at least 3 years

working experience.

1. Possession of a positive Qld Working with Children check (“Blue Card”).
2. Possession of a clean “C” class Driver’s Licence.
3. Australian citizenship, permanent residency or a permanent visa which allows you to work as advertised.

Essential

1. Highly developed and effective interpersonal, organisational and communication skills, both written and oral particularly with young people who have experienced trauma and those who have complex needs.
2. Ability to exercise empathy, discretion, sensitivity, and trauma informed approach when dealing with young people who have experienced trauma and those who have complex needs.
3. Cultural capability, particularly in engaging and working with Aboriginal and Torres Strait Islander young people or young people from CALD backgrounds.
4. Project management experience.
5. Computer literacy skills including use of software programs including Microsoft 365, SharePoint and its applications, and database coordination to undertake tasks such as reporting outcomes.
6. Effective organisational skills including self-management, co-ordination, planning, and prioritisation and the ability to work under pressure.
7. Ability to apply evidence-based (trauma-informed) and effective case management strategies, including assessment, case development, referral, networking/ engagement with relevant stakeholders particularly for:
 - (a) young people requiring brief interventions and support needs.
 - (b) implementing training and education of young people.
8. Ability to be flexible and where required work with young people in an outreach capacity to address complex needs of young people that may arise from time to time.
9. Ability to work autonomously with minimal supervision and collaboratively well as a member of a team or with external stakeholders.
10. Ability to follow directions provided by the YAC CEO in the development and facilitation of the program.
11. Commitment to YAC’s values and social justice principles.

Desirable

1. Previous or similar experience in youth engagement and co-design projects.
2. Experience working with young people from diverse programs who have experienced or currently experiencing trauma or vulnerabilities resulting from homelessness or involvement with the youth justice and or child protection systems.
3. Current first aid certificate.

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.

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 year’s 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 - is another fundamental: 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