

YOUTH SUPPORT WORKER – BRISBANE

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 3/4				
Purpose:	To support the Youth Support Service (YASS) which provides mobile support to young people aged 15-19 years who are homeless or risk of homelessness and/or who have legal issues in the Greater Brisbane region.				
Location:	Brisbane region				
Hours:	14 hours per week (<i>Must be able to work between the hours of 7am and 7pm, Monday AND Wednesday</i>)				
<p>Applicants should note:</p> <ul style="list-style-type: none"> The role requires significant travel across a large geographical area (YAC vehicle provided for work related travel). This role involves working with young people and their families with significant 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 in consultation with the Coordinator. YAC staff must be able to work autonomously and as part of a small team. YAC has an expectation that all 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. <p>Purpose of the Service:</p> <p>The service provides mobile support, case management, advocacy and practical assistance to young people across the Brisbane region. Mobile (outreach) service delivery is provided to young people:</p> <ul style="list-style-type: none"> who are homeless or risk of homelessness who present with legal issues (e.g. court) who have complex and multiple needs who are transitioning from homelessness, detention or the justice or child protection systems to secure, maintain and sustain housing. 					
Role and responsibilities					
<p>Role Specific</p> <p>To support the Youth Support Advocate in the YASS (Bne) program by:</p> <ul style="list-style-type: none"> Providing outreach support service to young people who are homeless or risk of homelessness and/or have legal issues across the Brisbane region. Assisting to implement case plans by providing practical assistance and support to young people that are client driven responses ranging from brief intervention, assessment and supported referrals to intensive planned support in assisting young people who are homeless or at risk of homelessness. Utilising a range of flexible strategies to engage and respond to young people in varied outreach locations 					
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(particularly courts and other modes such as detention, community settings, temporary living situations) across the Brisbane region.

- Providing information, referral and ability to undertake brief assessments for young people's support needs (income, education/training, undertake assessments and solution focussed interventions with young people (and their families where appropriate).
- Providing outreach through the Youth Court Assist Program (YCAP) to young people at Brisbane's Children's Courts where required.
- Working collaboratively with other stakeholders (e.g. Community, YJ Child Safety, courts, other services) to provide coordinated and holistic support.
- Being a strong advocate for young people, and their families where appropriate, in relation to their needs and ensuring that their voices are heard.
- Utilising brokerage funds that support a young person's case plan.
- Completion of all administrative recording and reporting in relation to the above to ensure accountability to the funding body.
- Other duties as reasonably required.

Required skills & qualifications

Prerequisites

1. a tertiary level qualification in Social Work, Human Services or other relevant discipline and at least one - two years' experience in working in a relevant environment.
2. a current positive Working with Children check ("Blue Card")
3. a current clean driver licence which allows you to drive in Queensland
4. Australian citizenship or permanent residency

Essential

1. Experience in working with young people in an outreach capacity and an understanding of strengths-based and trauma informed practice.
2. Ability to undertake assessments and referrals to responses to young people's housing and other support needs, support the development of client centred case plans and apply effective case work strategies.
3. High level of interpersonal, oral communication and engagement and advocacy skills particularly with respect to young people with complex needs, including young people from diverse backgrounds.
4. Cultural capability, particularly in engaging and working with Aboriginal and Torres Strait Islander young people, families and communities, peoples of CALD background, LGBTIQ young people and young people with a disability.
5. Ability to work collaboratively within a small team.
6. Computer literacy skills including use and maintenance of cloud-based computer systems and software programs including Microsoft 365 and Adobe suite, QHIP and database reporting.
7. Commitment to social justice and human rights principles, particularly in relation to children and young people.

Desirable

1. Knowledge of the youth accommodation, criminal justice system, court and child protection system.
2. Familiarity with the Brisbane area and/or relevant support services and programs within the area.

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