

Youth Worker Position Description (Full-Time)

Position Title:	Youth Worker
Reports To:	Case Manager
Location:	Safe Places zones align with those of Department of Communities QLD - Brisbane, South East, North Coast, South West, Far North WA - Perth
Zone Transfer:	Staff can request short and long term transfers between zones
Collective Agreement:	The full terms of employment are outlined under a Collective Agreement which is available upon commencement
Full-Time Position:	Entry rate of \$46,909 Career pathways in Youth Work through to \$55,872
Pay Schedule:	Weekly pay to employees (depending on timely provision of accurate details such as bank, tax and superannuation information)
Holiday Leave:	5 weeks leave per year (plus 17.5% leave loading) Accrued on a pro rata basis The 5 th week of leave helps compensate for requirement to work some public holidays at the weekend rate as part of the package Requests for time off are not guaranteed to be met
Sick Leave:	10 sick days per year (including family support) accrued on a pro rata basis For sick leave of more than 15.2 hours, a doctors certificates is required
Overtime:	A standard shift is usually between 10 and 16 hours (generally incorporating a sleepover) Rather than over-time an Hours Bank system is in place When an employee works more than the required hours, there are instances where they may be paid out or take TOIL. Public holidays accrue as "weekend hours"
Hours Bank:	Youth Workers work the following hours each week. It is averaged out over a 12 week period

Weekly requirement	Explanation
2.5 sleepover shifts (i.e. 5 per fortnight)	Between 10pm to 6am the worker is covered by a sleepover allowance in the package. There is a nominal "sleep period" of 8 hours on shift
28 week day hours	These accrue 6am to 10pm Mon-Fri
10 week end hours	These accrue 6am to 10pm Sat & Sun with penalty rates included in the package for these

Work Situation	Hours Bank Situation
Work more than required hours	Hours go into the bank
Work less than the required hours with hours bank "in the black"	Paid in full with hours not worked paid coming from the Hours Bank
Work less than the required hours with hours bank "in the red" > 38 hours	Only paid for work done until hours bank is back in the black

Conditions: Community-based houses
Computer, vehicle and phone available on shift for work purposes
Homely houses with ensuite
Intensive induction process for first 3 weeks

Overview

The children placed generally range from 10 to 17 years of age. They sometimes require one-on-one support initially due to their anti-social behaviours towards other children and carers. These challenging behaviours include but are not limited to the following:

- Destroying property
- Absconding
- Self harming
- Poor hygiene
- Sexually acting out towards other children or workers
- Fire fascination
- Cruelty to animals
- Anti-social behaviours
- High level defiance
- Physical including hitting, spitting, kicking, threatening children and/or workers
- Verbal aggression

Vision and Values

“Providing effective, professional care and transition support for children in care when standard models are unsuitable or unavailable”

The Youth Workers help achieve this vision through their patience, genuine care and commitment. Over time the team gains the child’s trust, stabilises the placement, gives the child a sense of hope and direction and achieves outcomes across areas of the child’s life.

The team is guided by five core values from the grass roots to the Board of Directors

- Professional
- Supportive
- Responsive
- Passionate
- United

Training & Support

Safe Places demonstrates its commitment to equipping team members for their roles by:

- Providing a 3-week induction process, including 3 days of Core Training, 3 days of Therapeutic Crisis Intervention training and shadow shifts.
- Providing clear, up to date and easy to access policies
- Continually improving information management systems
- Requirement for regular supervision (coaching, feedback, support)
- On call support

- Opportunities to be heard (formal and informal)
- Opportunities to learn (autonomy and responsibility)
- Safe Places will consider requests to contribute to TAFE or tertiary study costs

Approach

Key elements of the “Safe Places approach” include:

- The value of small and stable teams with a consistently calm and hopeful framework
- A short term goal of small steps including seeing the child engage in the placement and build rapport with their team, contributing to the plans,
- A medium term goal of effectively assisting the child to gain increased independence and to explore their behaviours in difficult times and be willing to try some more positive coping strategies – a lengthy and challenging but very rewarding journey
- A goal is always to see the child make progress that will help prepare them for their future transition into family based placement, family reunification, group setting or independent living arrangements
- The importance of understanding that the children’s behaviours are coping skills and our focus is more on what’s lying beneath the behaviour. The need to respond to behaviours in a way that role models an ability to remain calm, hopeful, caring, consistent, respectful and understanding of others (as opposed to reacting emotionally)
- Collaboration is needed to support the child across the various areas of their life (i.e. protective services, health services, counselling services, educational facilities)

Duties

Daily Care

- Maintain high standard of cleanliness, tidiness, comfort, safety, homeliness
- Create a dinner routine with nutritious meals
- Provide transportation
- Assist with homework
- Support child to engage in suitable activities with child
- Support child to learn life skills in a planned and supported way
- Monitor child’s supply of clothing, footwear, school materials and so on
- Maintain a safe environment
- As part of a team, identify areas where child’s needs could be better met

Therapeutic care environment, positively managing behaviours

- Build rapport with the child
- Provide emotional support
- Provide child with consistent messages in relation to the desired behaviours
- Focus on the child's positive behaviours, providing praise and encouragement
- Work together with Case Manager to develop therapeutic interventions that will assist child with complex issues such as grief and loss, making friends, feelings, keeping safe
- Encourage child in identifying tools for identifying and managing their emotions (e.g. areas of art, recreation, journalling, music)
- Monitor own emotional state during escalations, remaining calm

Teamwork

- Demonstrate an active, dedicated commitment to the Safe Places Values
- Take on roles under the supervision of the Case Manager and take initiative with these
- Report writing as required
- Communicate professionally with team members
- Promote a positive image of Safe Places
- Resolve interpersonal conflicts using the organisations procedures
- Attend and contribute to supervision, meetings and training as required
- Adhere to organisational guidelines
- Provide input and feedback to see Safe Places become the best it can be
- Contribute to organisational improvement - be part of solution to challenges faced by Safe Places
- Complete reports as required

Corporate Citizenship

- Use resources wisely
- Work collaboratively through challenges or concerns
- Maintain Safe Places equipment and assets to a high standard
- Look for opportunities to do a bit extra to support each other and the child

Occupational Health & Safety

Safe Places is committed to the safety and wellbeing of its staff and ensuring a healthy working environment. Safe Places has comprehensive safety policies and procedures and is committed to complying with occupational health and safety legislation. Safe Places supports incident prevention and early intervention and firmly believes that accidents can be prevented. Safe Places is committed to a health and safety program focused on consultation and continuous improvement. Safe Places believes in shared responsibility in safety matters with all team members playing their role in maintaining a safe working environment. Team members will actively promote a health & safety culture through use of appropriate systems, identification and control of risks and reporting all incidents within 24 hours. Team members will actively participate in consultation forums to ensure a shared responsibility in workplace health and safety matters.

Essential Requirements

Availability

- Flexibility for all shifts including sleepovers (time off requests not guaranteed)
- Participation in team meetings, staff meetings, training, supervision as required
- May be required to be on call as per employment contract

Computer skills:

- Demonstrated ability to independently use Word
- Demonstrated ability to independently and confidently use Internet Explorer
- Ability to learn new computer skills with training or online tutorials

State-based:

- Completion of relevant history check screening processes
- Current Drivers License

Experience

- Minimum six months residential experience and/or with children in care

Knowledge

- Knowledge of issues facing children in the out of home care sector
- Understanding of case management model
- Knowledge of the impact of childhood abuse and trauma
- Understanding of the Child Protection Sector

Skills and Attributes

- Ability to work autonomously in an isolated environment
- Ability to work through work-related challenges
- Communication skills including negotiation, networking, shift reports
- Ability to work in a home environment
- Ability to relate well within the small team and the broader Safe Places team
- Ability to remain calm in crisis situations
- Ability to take initiative
- Organisational skills
- An understanding of the intensive nature of the work and the significant time the position requires candidates to spend away from home/families

Desirable

- Experience with the care system
- Experience networking with multi disciplinary services and agencies
- Relevant studies
- First aid certificate

Application Process

Refer to employment tab on www.safeplaces.com.au

For further enquiries contact: employment@safeplaces.com.au