



Role Description

Youth Support Officer (35hrs pw)

The Youth Support Officer's role is to work as a member of the 2Connect Youth & Community team (formerly St George Youth Services) to achieve the objectives of one of our suite of specialist services, the Transition to Work project:

To provide intensive, pre-employment support to improve the work readiness of young people and to help them into work or education.

Employment Status: 35hrs pw

Responsible to: The position is responsible to the Coordinator, overseen by the Manager

This Role Description should be read in conjunction with 2Connect's Policies and Procedures, employee job contract & other relevant guidelines including the Transition to Work guidelines and requirements.

Key Responsibilities and Duties

1) Direct Client Support

- 1.1 Provide direct support for young people aged 15-21 for their vocational and non-vocational barriers, with a focus on early school leavers and disengaged young people
- 1.2 Provide Case management and short term counselling, including intake, assessment, information, negotiating and following up case plans, advocacy, appropriate referrals and follow-up support.
- 1.3 Provide young people with related holistic forms of support, such as support to parents/family members and brokerage
- 1.4 Provide accessible, flexible support through offering outreach at various locations in the region
- 1.5 Organise and/or facilitate group work programs, such as skills training and information workshops for young people according to local needs
- 1.6 Ensure access for disadvantaged young people, including Aboriginal and Torres Strait Islander young people, young people from culturally and linguistically diverse backgrounds/refugee backgrounds, & same-sex attracted gender diverse young people

2) Community Capacity building and youth engagement activities

- 2.1 Promote Transition to Work to networks and target communities in the target region (Sutherland region).
- 2.2 Implement youth engagement activities to attract and engage young people in the service
- 2.3 Develop and maintain sustainable links and networks with Employers, youth support services, schools, other agencies and the wider community, particularly points of referral for Transition to Work participants.
- 2.4 Other community capacity building activities, including advocacy and representation of the issues/needs of the target group, and participation in collaborative capacity building and engagement projects with other services.

3) Project Administration

- 3.1 Maintain accurate records and administration including:
 - Confidential and appropriate case notes

- Online recording and utilisation of Departmental IT system
 - Statistics and outcomes for reporting, evaluation and research purposes
 - Administrative requirements such as travel expenses, timesheets, leave forms, financial transactions etc.
- 3.1 Participate in service meetings such as staff team meetings, Supervision/case review meetings
 - 3.2 Participate as a team member with Transition to Work and other 2Connect staff, and in planning and evaluation processes
 - 3.3 Provide Project Reports to the Management and funding body
 - 3.4 Meet outcomes and KPIs as required
 - 3.5 Participate in and comply with Work Health & Safety policy and requirements
 - 3.6 Attend training and professional development courses as required
 - 3.7 Undertake other relevant duties as directed by the Management

Experience and/or Qualifications required

ESSENTIAL criteria:

- Skills/experience in working with young people at risk, particularly early school leavers and disengaged young people aged 15-21 (& their families) in direct work; including:
 - strong youth work skills and rapport building skills
 - experience/skills in working with Aboriginal young people, culturally diverse young people; young people who are homeless or have been in custody; youth with mental health issues
- Skills/experience in Case management and counselling
- Skills/experience in designing & implementing group work activities
- Relevant tertiary qualification in social/human services (degree level preferred)
- Knowledge/understanding of relevant support services for young people, and skills/ ability to develop networks with others (including Employers and other youth services)
- Skills/commitment for teamwork, & ability to work independently whilst being accountable
- Excellent organisational, communication and administrative skills, including excellent IT literacy skills
- Proven experience in meeting outcome targets and being outcomes focussed
- Commitment to principles of social justice

DESIRABLE criteria:

- NSW drivers licence & own comprehensively insured car
- Experience in providing pre-employment support or with youth employment support/services (including ESS web experience)

Salary & Conditions

- **Excellent Salary package includes base salary and Salary packaging tax-free option, plus super**
- Conditions of employment covered by the Social, Community, Home Care and Disability Services Industry Award 2010 (Federal modern award). Position is classified as Level 5 Pay Point 1, at above Award rate
- Salary package includes an option of up to \$15,900pa able to be salary packaged tax-free, and a car allowance of up to \$2600 pa for use of own car for work purposes, above & on top of mileage reimbursement .
- All applicants must submit their Resume & statement addressing each essential & desirable criteria (using the 'How to Apply' guide in the information package). For further information email manager@2Connect.org.au or ph. 95561769.
- Your application must be received by 5m Tuesday 5th March 2019 .

This is a Child-Related position and it is a legal requirement that the successful applicant must hold a current Working with Children Check clearance prior to commencement of employment, under the Child Protection (Working with Children) Act 2012. Information on the 'Working with Children Check' may be obtained from the NSW Office of the Children's Guardian web-site at www.kidsguardian.nsw.gov.au In addition, a National Police Criminal Record check will also be required prior to employment.