



(Updated July 2020)

Role Description Youth and Family Services Officer

The Youth and Family Services Officer role is to work as a member of the 2Connect Youth & Community team to achieve the purpose and objectives of Reconnect and Wellbeing services, which include these outcomes:

- To improve the level of engagement of young people (through early intervention) with family, education, work, training and the community.
- Enhance family & community functioning by supporting families, strengthening relationships, improving the wellbeing of young people, and increasing their participation in community life

Employment Status: 28-32hrs pw negotiable (*dependent upon ongoing funding*)

Responsible to: *The position is responsible to the Operations/General Manager (and ultimately to the CEO and Board)*

This role description forms part of the contract with the employee, in conjunction with the service Policies & Procedures, employee job contract & other relevant guidelines including Reconnect & Wellbeing programs Operational Requirements and Performance Indicators. Employment is dependent upon satisfactory performance and KPIs.

Key Responsibilities and Duties

1) Direct Client Support

- 1.1 Provide direct support for young people and parents/family members
- 1.2 Provide case management, counselling and mediation; inclusive of intake, assessment, therapeutic and practical support, developing life skills & goals, information, mentoring, advocacy, appropriate referrals and follow-up.
- 1.3 Work in collaboration with other services to provide holistic support for clients
- 1.4 Organise and/or facilitate group work programs, such as skills development, psychoeducational groups, and other support groups for at-risk young people and/or parents / family members, according to the needs of the community
- 1.5 Support diverse identifies and cultures, including young people from culturally and linguistically diverse backgrounds/refugee backgrounds, Aboriginal young people, & same-sex attracted/gender diverse young people
- 1.6 Support clients by providing outreach model of support at various locations in the region (accessible support).

2) Community Development and Networking

- 2.1 Promote project to (& maintain sustainable links/ networks with) schools, services & communities in the target region, including points of referral and access for clients.
- 2.2 Other community capacity building activities, including advocacy and representation of the issues/needs of the target group, and participation in collaborative capacity building projects with other services & team members.

3) Project Administration

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

- Client statistics and outcomes for research and evaluation purposes
 - Administrative requirements as per Administration policies and systems such as travel expenses, timesheets, leave forms, financial transactions etc.
- 3.2 Participate in service meetings such as staff team meetings, Supervision/case review meetings
 - 3.3 Participate as a team member with Reconnect and other 2Connect staff, and in Reconnect planning and evaluation processes
 - 3.4 Provide Project Reports to the Management and funding body
 - 3.5 Meet outcomes and KPIs as required
 - 3.6 Participate in and comply with Work Health & Safety, Quality assurance and all other policies and procedures
 - 3.7 Attend training and professional development courses as required
 - 3.8 Undertake other relevant duties as directed by the Management

Experience and/or Qualifications required

ESSENTIAL criteria:

- Skills/experience in providing direct support to young people at risk aged 12 -18 & their families, including:
 - strong youth work skills and excellent rapport building skills with both young people and families
 - skills/experience in supporting young people disengaging from family & school; young people who have mental health issues and young people who are at risk of homelessness
- Skills/experience in case management, counselling & family support and/or mediation (using evidence-based interventions)
- Skills/experience in working with diverse identities and cultures
- Skills/experience in designing & implementing psychoeducational, skills-focussed & supportive group work, including ability to address specific needs for youth at risk such as emotional regulation, mental health, parenting support
- Relevant tertiary qualification in social/human services (degree level), with subjects completed which are relevant to the position
- Skills/experience to develop and maintain strong networks with a range of government and non-government services relevant for young people & their families
- Strong ability & commitment to teamwork, & ability to work independently (whilst maintaining accountability)
- Excellent organisational, administrative and communication skills, including IT literacy
- Commitment to social justice principles

DESIRABLE criteria:

- NSW drivers licence & own comprehensively insured car able to be used for work
- Prior experience in a Reconnect program or school wellbeing role or similar service

Salary & Conditions

- **Excellent Salary package includes base salary and Salary packaging 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
- Salary package includes base salary including \$15,900pa of salary 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 . Salary packaging is optional, however
- External paid clinical supervision is also offered for this role
- All applicants must submit their Resume & statement addressing each essential & desirable criteria (using the 'How to Apply' guide in the information package). *Closing date is 3rd September 2020 12 noon.*

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 A National Police check will also be required.