



Role Description

Youth Support Officer (21hrs pw)

The Youth Support Officer's role is to work as a member of the 2Connect Youth & Community team to achieve the objectives of the service, and the role has a focus on engaging young people with education and employment (including supporting the Transition to Work project)

Employment Status: 21hrs pw (Fixed term for 12months). A further term may be possible, dependent on funding and employer decision

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

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 funding guidelines, Operational Requirements and Performance Indicators. Employment is dependent upon satisfactory performance, KPIs being met, and funding.

Key Responsibilities and Duties

1) Direct Client Support

- 1.1 Provide direct support for young people aged 15-24 for their vocational and non-vocational barriers, particularly for early school leavers and disengaged young people
- 1.2 Provide Case management and short term basic 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 and 2Connect services to networks and target communities in the target region (Sutherland, Georges River and Bayside LGAs).
- 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 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 complex 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 2Connect team members, 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, 2Connect policies and Quality management system
 - 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 15-24 (& 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 exceptional 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 employment support or in an employment service (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
- Salary package includes an option of up to \$15,900pa able to be salary packaged tax-free. In addition, pending status and impacts of the pandemic, a car allowance of up to \$1560 pa for use of own car for work purposes, above & on top of mileage reimbursement (if regular travel is required) .
- 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 Ceo@2Connect.org.au .
- Your application must be received by 5pm Friday 5th February 2021 .

2Connect is committed to child safety and wellbeing, and to the National Principles for Child Safe Organisations. 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 Criminal Record check will also be required.