



Role Description

Youth Support Officer (37.5hr pw)

Join award-winning youth specialist organisation which has a dynamic collaborative team, professional development opportunities, flexibility, work-life balance, paid clinical supervision & salary packaging.

2Connect Youth & Community is a growing, vibrant non-profit organisation creating positive social change for young people, families, communities for over 33yrs. 2Connect has been awarded NSW Youth Service of the Year 2019, NSW Outstanding Youth Participation Award 2020, NSW Outstanding Diversity Work 2021 (highly commendable) and St George Local Business Awards Finalist 2023!

About the Role

The Youth Support Officer's role is to work as a member of the 2Connect Youth & Community team to achieve the objectives of one of our suite of specialist teams, focussing on youth education & employment. The position will be a member of the team in the Transition to Work service, which provides direct support to improve the personal situations, skills and capabilities of disengaged young people, and engages them into education and/or work.

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

Key Responsibilities and Duties

1) Direct Client Support

- 1.1 Provide case management and other 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 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 Support young people with educational and employment goals, as well as support to stabilise various personal needs, such as mental health, homelessness, alcohol & other drug use, legal issues, family conflict and more
- 1.5 Provide accessible, flexible support through offering outreach at various locations in the region, including schools
- 1.6 Organise and/or facilitate group work programs, such as skills training and personal development workshops for young people according to local needs
- 1.7 Ensure access for disadvantaged young people, including First Nation's young people, young people from culturally and linguistically diverse backgrounds/refugee backgrounds, young people with disabilities & LGBTIQ+ 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 (Georges River, Sutherland, Bayside, Canterbury/Bankstown, Inner West and surrounds)
- 2.2 Implement youth engagement activities to attract and engage young people to 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 activities 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.

3.2 Participate in service meetings such as staff team meetings, Supervision/case review meetings

3.3 Participate as a team member with 2Connect team members, and in 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 policy, and all 2Connect policies and Quality management system

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 engaging and supporting young people at risk, particularly early school leavers and disengaged young people aged 15-24 (& their families); including:
 - experience/skills in working with First Nation's young people, culturally and identity diverse young people; young people who are homeless or have been in custody; or who have mental health concerns or a disability
- Skills/experience in Case management & providing employment support
- Relevant tertiary qualification in social/human services or education (degree level preferred)
- Skills/commitment for teamwork, & ability to work independently whilst being accountable
- Excellent organisational, communication and administrative skills, including exceptional IT literacy skills (experience using Employment Services IT System, or similar online data reporting system, is desirable)
- Proven experience in meeting outcome targets & being outcomes focussed
- NSW drivers licence & own comprehensively insured car
- Commitment to principles of social justice

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). Level 4
- Salary package option (ATO-approved) includes an amount of up to \$18,549pa of salary able to be salary packaged (provided tax-free). Salary packaging is optional, however
- 2Connect provides paid external supervision & professional development opportunities, promotes a strong work/life balance, has a collaborative team environment, has an Employee Assistance Program, and is an understanding & supportive workplace.
- Initial employment contract will be for 12mths, and based on satisfactory performance & funding, further work may be offered
- All applicants must submit their Resume & statement addressing each essential & desirable criteria (using the 'How to Apply' guide in the information package). These must be sent either through the online recruitment portal or emailed to manager@2connect.org.au (please email to this same email if you have any questions)

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.

*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, as well as up-to-date Covid-19 vaccination (3 doses minimum).*