

Youth Services Case Worker

Employment Package

Thank you for your interest in applying for a position with Deception Bay Community Youth Services (DBCYP). DBCYP is an equal opportunity employer and as such, the following information is provided to ensure that all applicants have an equal opportunity for preparing their applications. It is important that your application meets the requirements of this document.

ORGANISATIONAL PROFILE

Deception Bay Community Youth Programs Assn Inc (DBCYP) is a not-for-profit community organisation that provides whole of life support for young people, children and their families in Deception Bay. As a community based organisation with a 25 year continuous service history, we have a rich connection to the Deception Bay community and a strong locality focus on improving social outcomes for this area. Our programs and activities focus on improving the situations for people in Deception Bay by

- Addressing complex needs associated with social disadvantage;
- Improving education and employment outcomes; and
- Improving people's quality of life.

DBCYP is committed to continuing to deliver a service that is relevant, appropriate, and of high quality to our community, and to creating an enterprising organisation that is driven by innovation, and that is financially sustainable.

As an Incorporated Association DBCYP is governed by a dedicated and experienced Board. DBCYP is a registered Charity, accredited under the Human Services Quality Framework. Please refer to the DBCYP website www.dbcyp.org.au for information about the teams and programs.

YOUTH SERVICES AND PROGRAMS

DBCYP's Youth Services offers a holistic range of programs that move from engagement, to immediate needs through to planned support. These services are available to young people 8-24, who may be experiencing disadvantage, social and/or economic exclusion, mental illness and complex needs, some of whom are or have been clients of the Child Protection System or Youth Justice and are making the transition to independence.

The Youth Services program interacts with a range of mainstream and specialist youth, family, health and social support services and statutory services. It is critical that the program maintains and further develops partnerships and networks with a variety of organisations to ensure a holistic response to meeting client needs. The Youth Service programs operate with and receive referrals from internal DBCYP teams and external partner organisations to deliver programs and support to young people.

Vitally, our Youth Services Team are also building their understanding and capacity to address and use digital media and technology in their work with young people. We believe that quality youth work that meets young people's needs must, in our current environment, include digital considerations, and that we need to enhance and innovate youth work practice through the use of digital technology and media.

THE POSITION DESCRIPTION

The Position Description is attached and should be read carefully as it details the requirements, duties and knowledge and skills for the position.

YOUR APPLICATION

The application should be in word or PDF format and is to include the following:

- a) your resume / curriculum vitae
- b) the names, positions and telephone numbers of two referees who can comment on your competency in regard to the selection criteria, one of whom must be your current line manager.
- c) a cover letter (max 2 pages) that explains why you're interested in the role and your relevant experience to date

For further queries about the position please contact:	Megan Ogle Youth Services Team Leader
Phone:	0421 457 133
Email:	megan@dbcyp.org.au

Applications close at strictly 10am Monday 3rd May 2021

Applications should be emailed to jobs@dbcyp.org.au, or through the job platform application platform, using the subject line: Youth Services Case Worker

Attachments must be in pdf or Word format.

POSITION DESCRIPTION

Position title:	Youth Services Case Worker		
Program/Team:	Youth Services Team		
Employment type & hours:	Part time/full time 35 hours per week		
Award conditions:	Social, Community, Home Care & Disability Services Award 2010	Remuneration:	Level 3/4
Working from:	Deception Bay		
Reporting to:	Youth Services Team Leader		
Probation period:	6 months		
Primary purpose of position:	<p>The Youth Services Case Worker will work within the Youth Services team and will be responsible for developing professional and meaningful relationships with young people who are at risk of disengaging to strengthen existing connections with community and family, and supporting them to participate positively and proactively within their community. The Case Worker has accountability and responsibility for delivering a professional service that people and their families through the provision of high-quality outreach and individual case management and group activities.</p>		
KEY RESULT AREAS - Role and Responsibilities			
Operations & Programs	<ul style="list-style-type: none"> • Receive and assess referrals to youth services programs in collaboration with youth services team; • Participate in regular team meetings and case management discussions to monitor progress for all clients and provide opportunities for staff to reflect on, develop and enhance practice; • Identify, manage and monitor risks to program / service delivery, quality, staff well-being and child safeguarding, ensuring quality service delivery, and proactively escalate any related concerns; • Ensure the timely, consistent and accurate completion of client data records by all team members, including intake and outcomes assessment data, to contribute to monitoring, evaluation and reporting on program performance and outcomes; • Work with other DBCYP programs to ensure seamless transition between programs; • Maintain a current knowledge of trends, policies and good practice in the provision of services to young people; • Contribute to and participate in program evaluation activities and utilise learnings to continuously adapt and improve service responses for young people. 		

Service Delivery	<ul style="list-style-type: none"> • Actively engage, connect with and case-manage a caseload of young people and their families; • Facilitate group work for young people and/or their families as required; • Engage and network with relevant community and support services that can assist young people; • Provide accurate and timely case notes, case formulations, risk assessments and other documentation as required; • Report regularly using the relevant reporting tools;
Partnerships	<ul style="list-style-type: none"> • Develop and maintain effective relationships with service partners, to create relevant and accessible local programs and referral pathways for at risk and disengaged young people, particularly in the areas of health, children’s services, schools and youth justice, employment, and crisis issues; • Identify opportunities for service growth and contribute to the development of service models and funding submissions; • Participate in and represent the organisation in local community events and relevant networks, forums etc, to promote program impact, develop branding and grow program reach; • Liaise and consult regularly with young people, local communities, professionals, service providers and referral services to ensure our programs / services are meeting local needs and proactively identify and resolve issues; • Maintain stakeholder relationships and the local reputation of DBCYP to a high standard.

Knowledge, Skills & Abilities	
Experience & Skills	<ul style="list-style-type: none"> • Experience in the provision of assessment, case management support and advocacy, particularly in relation to disadvantaged youth and youth justice, across diverse cultural backgrounds; • A proven commitment to social justice principles and a working knowledge of the rights of young people; • Highly developed critical thinking, problem solving and risk management skills and the demonstrated application of these in a busy frontline service; • Ability to manage competing priorities and complex scenarios and to communicate these effectively with others; • Highly developed communication and interpersonal skills with a demonstrated ability to build effective partnerships and networks, and negotiate and influence internal and external stakeholders; • Knowledge of relevant legislation, especially Working with Children, and an ability to work within a legislative framework; • Experience in a range of digital media and technologies, such as webchats, online program delivery, email, social media, and their application to youth work practice; • Knowledge of child protection issues and commitment to upholding the child protection processes.
Education, Qualifications, Checks and References (Mandatory)	<ul style="list-style-type: none"> • A qualification in Social Work, Youth Work Human Services, Social Science, Psychology or similar. (Please note – Tertiary required for Level 4, Diploma for Level 3) • Current Queensland driver’s licence (preferably manual) • Working with Children Suitability Positive Notice (Blue Card). • Two relevant referees, including current or most recent manager.
Personal Attributes:	<ul style="list-style-type: none"> • A growth mindset that will motivate and contribute in a positive way to the health of the team and the organisation. • Ability to work independently exercising a high degree of initiative, judgement and decision making. • Strong analytical skills • Emotional Resilience • Personal drive and integrity. • Consultative and collaborative working attitude. • Commitment to a learning culture and ongoing professional development.