

## Youth Wellbeing Case Worker

### Employment Package

Thank you for your interest in applying for a position with DBCYP Youth Services. 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](http://www.dbcyp.org.au) for information about the teams and programs.

#### YOUTH SERVICES AND PROGRAMS

DBCYP's Youth Services offers integrated services that move from information and engagement, to case managed 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. Many young people we work with 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

<b>For further queries about the position please contact:</b>	Danielle McQuade Youth Services Program Manager
<b>Phone:</b>	0488 036 506
<b>Email:</b>	<a href="mailto:danielle@dbcyp.org.au">danielle@dbcyp.org.au</a>

***Applications close at strictly 10am Tuesday 8<sup>th</sup> March 2022***

***Applications with supporting documentation should be made through our application platform, <https://www.dbcyp.org.au/work-with-us/join-our-team/>***

*Attachments must be in pdf or Word format.*

## POSITION DESCRIPTION

<b>Position title:</b>	<b>Youth Wellbeing Case Worker</b>		
<b>Program/Team:</b>	Youth Services Team		
<b>Employment type &amp; hours:</b>	Part time or full time up to 35 hours per week		
<b>Award conditions:</b>	Social, Community, Home Care & Disability Services Award 2010	<b>Remuneration:</b>	Level 4
<b>Working from:</b>	Deception Bay/ Flexible		
<b>Reporting to:</b>	Youth Services Program Manager		
<b>Probation period:</b>	6 months		
<b>Primary purpose of position:</b>	As the Youth Wellbeing Case Worker, you will work within the Youth Services team and will be responsible for developing and delivering the Youth Health Literacy program. Additionally, you will manage a case load of at-risk young people to improve access and engagement with health, education and social services and strengthen their connections with community and family.		
<b>KEY RESULT AREAS - Role and Responsibilities</b>			
<b>Health Literacy (50% of post)</b>	<ul style="list-style-type: none"> <li>• Consult with young people and relevant stakeholders to understand the main health and wellbeing issues for young people in Moreton Bay,</li> <li>• Provide resources and activities that support young people to make positive choices and develop their health and wellbeing in all aspects of their lives,</li> <li>• Support young people to have safe and respectful relationships that protect and build their health and wellbeing,</li> <li>• Develop community capacity to effectively build and support the health and wellbeing of young people,</li> <li>• Advocate for the provision of affordable, accessible, high quality and responsive services, resources and initiatives that effectively support the health and wellbeing of young people.</li> </ul>		

<b>Case Management (50% of post)</b>	<ul style="list-style-type: none"> <li>• Provide high quality outreach and case-management services to young people currently or at risk of disengagement with education, family and community,</li> <li>• Facilitate activities and group work for young people and/or their families as required,</li> <li>• Engage and network with relevant community and support services that can assist young people,</li> <li>• Provide accurate and timely case notes, case formulations, risk assessments and other documentation as required,</li> <li>• Report regularly using the relevant reporting tools.</li> </ul>
<b>Operations</b>	<ul style="list-style-type: none"> <li>• Receive and assess referrals to Youth Services programs in collaboration with youth services team,</li> <li>• 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,</li> <li>• 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,</li> <li>• Work with other DBCYP programs to ensure seamless transition between programs,</li> <li>• Maintain current knowledge of trends, policies and good practice in the provision of services to young people,</li> <li>• Contribute to and participate in program evaluation activities and continuously utilise learnings to adapt and improve service responses for young people.</li> </ul>
<b>Partnerships</b>	<ul style="list-style-type: none"> <li>• 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,</li> <li>• Identify opportunities for service growth and contribute to the development of service models and funding submissions,</li> <li>• 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.</li> </ul>

<b>Knowledge, Skills &amp; Abilities</b>	
<b>Experience &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Demonstrated expertise in the provision of assessment, case management support and advocacy, particularly in relation to disadvantaged youth and youth justice, across diverse cultural backgrounds,</li> <li>• Demonstrated understanding of health promotion theory and practice including needs analyses, project planning and evaluation,</li> <li>• A proven commitment to social justice principles and a working knowledge of the rights of young people,</li> <li>• Ability to manage competing priorities and complex scenarios and to communicate these effectively with others,</li> <li>• Highly developed communication and interpersonal skills with a demonstrated ability to build effective partnerships and networks, and negotiate and influence internal and external stakeholders,</li> <li>• Knowledge of relevant legislation, especially Working with Children, and an ability to work within a legislative framework to uphold the child protection processes,</li> <li>• 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,</li> </ul>
<b>Education, Qualifications, Checks and References (Mandatory)</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in Social Work, Health Promotion, Youth Work, Human Services, Social Science, Psychology or similar,</li> <li>• Current Queensland driver's licence,</li> <li>• Working with Children Suitability Positive Notice (Blue Card),</li> <li>• Two relevant referees, including current or most recent manager.</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• A growth mindset that will motivate and contribute in a positive way to the health of the team and the organisation,</li> <li>• Ability to work independently exercising a high degree of initiative, judgement and decision making,</li> <li>• Strong analytical skills,</li> <li>• Emotional Resilience,</li> <li>• Personal drive and integrity,</li> <li>• Consultative and collaborative working attitude,</li> <li>• Commitment to a learning culture and ongoing professional development.</li> </ul>

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

#### ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

Name:

Date:

Manager: Janine Botfield

Signature:

Signature:

