



## YOUTH AND FAMILY WORKER

<b>Position Title</b>	Youth and Family Worker
<b>Reports to</b>	Youth and Family Manager
<b>Business Unit</b>	Youth and Family Services
<b>Award &amp; classification</b>	SCHCADS Level 4
<b>Capability framework</b>	Level 2
<b>Appointment status</b>	Permanent
<b>Probationary period</b>	6 Months
<b>Hours</b>	28 Hours per week
<b>Base location</b>	Tweed Shire

### Organisational Overview

We are a progressive, community-owned, social purpose organisation, driven by our values and focused on outcomes. We create opportunities for children, young people and families and increase social value in our community. We work in genuine partnership with community members and groups, non-government organisations, government agencies and businesses, to make a difference. Our work leads to progressive, measurable and sustainable social change.

We focus on building individual and community capability to develop solutions to social problems. We believe everyone has the ability to make a positive contribution to their community.

### Our Values and Practice Principles

[Our Values and Practice Principles](#) our integral to the way we work.

### Role Description

The Youth and Family Worker contributes to and delivers services across a range of programs designed to enhance parenting skills, improve relationships, increase safety and wellbeing and build personal effectiveness.

### Key Responsibilities

#### 1. Intake and on-call

- Participate in an intake roster to receive referrals and assess requests for TFC services
- Participate in an on-call roster for individuals/families in intensive family support and supported housing programs

## **2. Case work & co-ordination**

- Assess and document participant strengths and needs
- Assist participants to develop goals that aim to address presenting issues
- Collaboratively develop case plans that consist of goals, strategies, who is responsible and timelines
- Monitor and review progress of case plans
- Provide relevant information to participants and make appropriate referrals in consultation with them
- Co-operate and collaborate with TFC staff and other service providers to ensure coordinated service delivery
- Take on a case co-ordination role where appropriate and as negotiated with the Senior Manager & Family Services

## **3. Course work/group work**

- Participate in organisational planning processes to develop a timely course plan
- Implement agreed term course plans
- Assess participants for suitability for courses and groups and provide course information as required
- Deliver education and skills training courses and workshop with parents/carers and young people
- Interact and engage with participants
- Provide information to participants regarding health and community services
- Provide participants with information and opportunities for engagement with the broader community
- Work collaboratively with co-facilitators to develop, deliver and evaluate courses and workshops
- Participate in the ongoing development of program material as required

## **4. Community engagement**

- Assess the need of vulnerable communities and participate in joint community development planning activities
- Work collaboratively with community members and community partner agencies to identify and address social issues
- Participate in data collection and community feedback activities

## **5. Community and service provider networking**

- Develop and maintain a good understanding and working relationships with local health and community service providers
- Attend service provider meetings
- Co-ordinate and participate in community events, activities and TFC promotional events as negotiated with the manager
- Co-design and facilitate community engagement activities
- Actively promote TFC programs and services

## **6. General**

- Maintain service records including participant records and reports
- Model and promote professional work practices, in relation to the health, safety and well being of colleagues and participants
- Attend regular supervision/annual reviews, relevant training and professional development

## **Capabilities**

For specific capabilities relating this position please refer to the [Capability Framework](#)

## Our Culture

The Family Centre [Cultural Elements](#) describe the qualities expected of all our people regardless of level or role.

## Mandatory Requirements

Current National Police Check	Current Working with Children Check	Current Valid Drivers' Licence
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## Inherent Requirements of Work Activities/Environment

This table outlines the main physical and psychological work environment characteristics that are representative of those an employee encounters while performing the essential functions of the role. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Key Activity	Frequency
<b>Work Environment</b> <ul style="list-style-type: none"> <li>Manage demanding and changing workloads and competing priorities</li> <li>Work in a team environment in an open plan office</li> <li>Manage staff in an open plan office</li> <li>Be exposed to complex situations</li> <li>Be exposed to all outdoor weather conditions</li> <li>Work office hours with the possibility of extended hours</li> <li>Work at a computer or be in meetings for extended periods</li> <li>Come into contact with people who display challenging behaviours</li> </ul>	Daily Daily Daily Daily Occasional Occasional Daily Regularly
<b>Administrative Tasks</b> <ul style="list-style-type: none"> <li>Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time</li> <li>Use technology including computer, photocopier, telephones (including mobiles), digital projectors and monitors and other emerging technologies</li> </ul>	Daily Daily
<b>Transport</b> <ul style="list-style-type: none"> <li>Drive vehicles possibly over long distances and in all traffic and weather conditions</li> <li>Use public transport including trains, buses, trams and taxis</li> </ul>	Regularly Occasional
<b>Manual Handling</b> <ul style="list-style-type: none"> <li>Lift and carry items up to 15 kgs</li> </ul>	Occasional

As the incumbent of this position, I confirm I have read the position description, understand its content and agree to work in accordance with the requirements of the position.

Employee:

Signed: \_\_\_\_\_

Date: \_\_/\_\_/\_\_

Executive Director: David Boutkan

Signed: \_\_\_\_\_

Date: \_\_/\_\_/\_\_