

YOUTH CONNECTIONS OFFICER – SERVICE TYPE 1 & 2A

Program Area: Youth Connections

Award & Level: Colony 47 EBA – Schedule A, Level 5

Employment Conditions: Full Time / Part Time (fixed term)

Reports To: Team Leader/Manager Youth and Family Services

Last Revised: December 2009

Approved HR:.....

Staff member signature:.....

Organisational Environment

Colony 47 is a community based organisation, operating to support individuals and families in the areas of housing, employment, training and family support.

Our Vision is:

- Fairness
- Passion
- Opportunity
- Community
- People Working Together

Our Purpose is:

We are people working together to create a fair community where all have access to housing, employment, training and family support. Our work is with individuals and families. We assist people to strengthen their relationships and create opportunities. We work together to make a positive difference in peoples lives.

Colony 47 Values

- Respect
- Integrity
- Social Conscience
- Professionalism
- Quality

Working Environment

Code of Conduct

All employees of Colony 47 must abide by Colony 47 Code of Conduct.

Occupational Health and Safety:

As an employee of Colony 47, you must be aware of and comply with requirements of the Workplace Health and Safety Act 1995 and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with Colony 47 occupational health and safety policies and procedures.

Annual Performance Review

An annual Performance Review will be conducted using the Colony 47 Performance Management Process.

Enterprise Partnership Agreement

In addition to being covered by the Community Services Award or CETSS Award, employees of Colony 47 are also covered by the Colony 47 Enterprise Partnership Agreement 2005.

Position Objectives

The Youth Connections Officer – Service Type 1/2A is to provide short term case management and low level interventions to Upper Primary School Students (and as required to Secondary Schools) and longer term case management and mid level intervention to High School Students, who are most at risk of disengaging from education. This position operates under supervision within the context of the broad policy and strategic direction of the Board of Colony 47 Inc in contributing to the achievement of the objectives of the organisation.

Level of Responsibility/Direction and Supervision

The Youth Connections Officer – Service Type 1/2A is responsible to the Youth Connections Team Leader and to the Manager Youth and Family Services, but on a day to day basis works with a high degree of autonomy and initiative.

Stakeholders

Internal Stakeholders

- C47 Board
- CEO
- Members of Executive Group
- Members of Colony Leadership Group
- Members of the Business Services Team
- Staff of Colony 47 inc

External Stakeholders

- Strategic Partners
- Department of Education
- The Catholic Education Office
- Independent Schools
- External agencies in the community sector
- State and Commonwealth Government departments

Key Tasks and Duties

Within the context of a team environment, the Youth Connections – Service Type 1/2a has responsibility for delivering effective Youth Connections services (including other Youth Connection Service Types) through sharing research, issues, building networks and participating in a team environment in accordance with Principles of Management and Board Policy, program standards and contractual requirements of relevant funding bodies.

1. To provide short term case management and/or small group work to young people (Upper Primary and as required to Secondary Schools) within Youth Connections and Colony 47 guidelines.
2. To provide mid term case management to young people at imminent risk of disengaging (High School students and as required to a wider age group) within Youth Connections and Colony 47 guidelines.
3. Identify the needs of schools and clients in conjunctions with Department of Education (Learning Services South, The Catholic Education Office, Independent Schools and Principals)
4. To assess potential clients for program eligibility, enrol clients into program and update YATMIS
5. Understand and assess the needs of the client, provide information, assessment, support and referral service as required
 - a. Assessment of services required by client
 - i. Families, principals and teachers, social workers and psychologists
 - b. Prepare tailored individual and group activities to build rapport with client and develop reengagement plan
 - i. Liaise with Partnership Brokers and find activities and opportunities for young client in areas of interest and in response to their needs
 - c. Develop self supportive strategies for career planning (My Future) and self supportive strategies for personal well-being (My Life)
 - i. Specialist services, tutoring, buddy systems, mentors, peers, teachers, business community, Australian Apprenticeship Centre and youth service providers
6. Implement reengagement plan and assess effectiveness of My Future and My Life plans
 - a. Work and learning opportunities
 - b. Families, principals, social workers, psychologists, teachers, buddies and mentors
7. Follow up with client and support people.
8. Contribute to the successful delivery of Service Type 3 by researching/updating information about other services and contributing to outreach activities.
9. Other duties relevant to the position as required

Core Competencies

1. Understand and assess the needs of the client, provide information, assessment, support and referral service as required
2. Assist and empower clients to gain the required confidence and skills to make responsible and independent decisions about their circumstances
3. Clearly and concisely convey ideas or information and where appropriate persuade others; listen to others and respond appropriately

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4. Develop and maintain networks to obtain results
 5. Carry an appropriate case management load, organise, schedule and prioritise own area of responsibility
 6. Achieve set goals and targets individually and as part of a team as related to contractual requirements
 7. Provide effective and efficient delivery of services with a client and a stakeholder focus
 8. develop innovative and accountable work practices with clients
 9. contribute ideas, display initiative, support and contribute to the work of the team
 10. provide advocacy on behalf of clients

Qualifications

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- Desirable – relevant degree or Cert IV in Youth Work
- Attainment through previous appointments, service and/or study, an equivalent level of skills to undertake the range of activities required.
- An employee without formal qualifications and/or training or equivalent skills may be required to undertake relevant study or training.

Requirements

- Current driver's licence is essential
- Required to provide a satisfactory National Police Check

Key Selection Criteria

1. Knowledge or ability to obtain knowledge of the social and environmental barriers that may affect young people's engagement with education, training and employment.
2. Ability to work with young people to identify strategies to address identified barriers that prevent engagement with education.
3. Sound knowledge of case management practices and principles.
4. Highly developed verbal and written interpersonal skills including skills in assessment, motivation, liaison, advocacy and networking.
5. Demonstrated ability in organising and running groups to support the achievement of individual client outcomes.
6. Knowledge or ability to obtain knowledge of youth and community organisations available to assist and support young people and knowledge of local education, training and employment industry.
7. Ability to plan and organise activities to maximize client outcomes and achieve goals.
8. Ability to work autonomously and to self manage
9. Well-developed computer skills, including the use of Microsoft Office and database management.