



position description

Job Title:	Youth Worker
Position ID:	New
Location:	Dharawal Nation Sydney Greater West: Campbelltown
Division/Programme:	Client Services
Immediate Manager:	Team Leader
Area of Responsibility:	
Or	Nil
Direct Reports:	

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

yourtown has a zero-tolerance approach to abuse and we believe that Safeguarding is a shared responsibility of all, for all.

purpose of the position

The Youth Worker will provide strength-based case management support to young people individually and in a group-based setting with the aim to increase confidence and overcome their vocational and non-vocational barriers transitioning into education or employment. This position will work closely with schools, community to promote and engage young people to enrol within the program.



responsibilities

May include, but are not limited to:

- Work collaboratively with the team to deliver quality services that enhance self-efficacy of young people by focusing on their strength and inherent abilities:
 - Deliver services which are individually focused in recognition that every young person is unique.
 - Deliver services that are outcome focused, professional and aligned with child safety requirements.
 - Create opportunities for changes in lives of young people through enhanced employment and education outcomes.
- Deliver and support a range of activities including:
 - Group activities and workshops in order to help young people build vocational and non-vocational skills, to improve their life skills and work readiness.
 - Actively promote program to stakeholders including community organizations and schools to support enrolment of young people into program including effective use of social media and website.
 - Personal development activities which build self-awareness, social skills and a positive future outlook.
 - Life skills training workshops to assist in developing self-management and interpersonal skills.
 - Monitor attendance patterns of young people, proactively seek to identify barriers impacting attendance and implementing intervention strategies to increase attendance.
- Support effective learning and teaching programs for young people, including:
 - Maintaining relationships with key stakeholders at schools, training organisations including NSW Tafe to successful support transition to education for young people.
 - Plan and organize education activities held on site.
 - Delivery of workshops to groups of young people on site and off site to increase work readiness and confidence including undertaking activities following virtual workshop delivery.
 - Prepare and/or contribute to the creating of workshop and activity schedule for the site.
- Alongside and informing the Pathways Coach: Work with the Senior Pathways Coach to develop, implement and support young people with their non-vocational issues as identified in their transition plan:
 - Undertake assessments with young people.



- Undertake crisis intervention strategies and individual support with young people in the context of youth work.
- Refer young people to appropriate services and assist with access to health services, accommodation providers, legal services and other relevant services to meet the needs of the young person.
- Provide advocacy for young people within the community, with Employers and other services / stakeholders as needed.
- Develop individual action / case plans, outlining the young person's goals and aspirations and monitor their progress and achievements against this plan.
- Provide advocacy for young people within the community, with Employers and other services / stakeholders as needed.
- Refer young people to internal services, including KHL.
- Provide ongoing feedback to the Senior Pathways Coach on progress and outcome of Youth Work service and activities.
- Work with young people one-on-one to assist in activity completion and identify areas for development and discuss suggested strategies with Senior Pathway's Coach.
- Undertake case conferencing with the relevant parties as required.
- Identify, support and manage a young person through duty of care and complete all required steps internally and external reporting, including:
 - Critical incident and crisis intervention.
 - Assist in the development, monitoring of individual safety plans.
- Facilitate and participate social events for young people to support engagement.
- Undertake Post Placement Support activities to ensure job retention for the participant and outcomes, such as:
 - Make regular contact with the young person once in education/employment to assist in retention.
 - Provide the training organization/employer with support and mediation assistance in resolving problems as required.
 - Provide the participant with mentoring and support to help them improve their workplace skills, practical issues (such as organising transport), or resolving workplace problems as required.
 - Provide client with mentoring and support to remain in training/education.
- Actively engage in the Community and gain support for referrals of young people to yourtown:
 - Attendance at local Community/School events and meetings.



- Local community events and activities are shared with young people and other staff.
- Local Community Directory information is noted in relevant systems.
- Build and maintain a network of Community contacts (and services) ensuring a professional and effective working relationship.
- Promote and / or manage yourtown Community events.
- Understand and meet quality and compliance requirements as per contractual obligations.
- Undertake administration duties for the program as required, including case notes in a succinct and timely manner.
- Work within organisational frameworks:
 - Understand a diverse range of challenges affecting disadvantaged young people in securing sustainable employment.
 - Understand and meet quality and complaint requirements as per contractual obligations.
 - Understand and adhere to Federal and State legislative requirements.
 - Establish and maintain professional and productive relationships with internal and external stakeholders.
 - Achieve individual KPI's and team goals to meet outcome targets set for the workplace and delivery contract/ program requirements.
 - Establish and maintain professional and productive relationships with internal and external stakeholders.
- Participate in and meet the requirements for Practice Supervision and Client Skills Training.
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:
 - Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective.
 - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services.
 - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance Framework.
 - From time to time assist in other locations and travel intrastate, or interstate, as required.

at yourtown our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.



- Invest in their own ongoing professional development and leadership capability through active learning, seeking and giving feedback, and participating in **yourtown** leadership impact opportunities.
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce.
- Engage respectfully and meaningfully with Aboriginal and Torres Strait Islander communities, stakeholders, clients, and colleagues. Actively support initiatives identified in yourtown's Stretch Reconciliation Action Plan 2023 – 2025.

selection criteria

Essential knowledge, skills, abilities:

- Certificate IV level qualification in Youth Work or a relevant discipline and minimum two (2) years' experience in a similar role; or a minimum of four (4) years of experience in Youth Work (or similar role) in the context of a formal case management framework for highly disadvantaged young people.
- Experience in the provision of effective case management of disadvantaged young people, as well as demonstrated strategies to overcome the challenges to employment and the labour market, and underlying issues faced by disadvantaged young people.
- Demonstrated skills in the effective delivery of workshops and facilitation processes with groups of young people, as well as a proven ability to build rapport, engage with and motivate young people.
- Demonstrated understanding of and commitment to the opportunities for change in the lives young people available through enhanced employment, education and training outcomes.
- Demonstrated ability to develop rapport and communicate effectively and professionally with young people and stakeholders.
- Demonstrated knowledge around data collection and reporting requirements of funded programs.
- Computer literate, sound administrative skills, and demonstrated attention to detail with a commitment to accuracy and quality.
- Ability to develop local community networks, and knowledge of the range of government and community organisations and networks that are involved in providing services to young people.
- Promote and use effectively all social media and website opportunities to promote and engage with young people, employers and community including willingness to have personal profile details published.

requirements

The Youth Worker must always:

- Comply with the relevant state or territory requirements for working with children.
- Maintain satisfactory National Criminal History Check.



- Possess an unrestricted current Driver's Licence.
- Comply with **yourtown's** immunisation procedure.
- Demonstrate conduct compliant with **yourtown's** Code of Conduct.
- Maintain confidentiality and discretion in all matters.
- Align to the mutuality of safety and wellbeing for self and others in all **yourtown** workplaces and work-related activities.
- Uphold the **yourtown** safeguarding commitment in every aspect of their role.

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
V 1.2	By P&C BP G.H	13/2/25	13.2.25	Updated on a new PD

records management

Completed templates are to be saved by the relevant manager or business partner using the naming convention "MM-YYYY Approved - PD - Position title".