

# Innisfail Youth and Family Care Inc.

## POSITION DESCRIPTION

**POSITION TITLE:****YOUTH WORKER****AWARD:**

Social, Community, Home Care and Disability Services Industry  
Award 2010

Youth Shelter Shift Times:

Day 8:45am – 4:45pm

Night 4:30pm – 9am

(Night shift includes a sleepover from 11pm to 7am)

Youth Recreation Centre Shift Times:

Saturdays 10am – 4pm

School Holidays Monday to Saturday 10am – 4pm

Child Safety Residential Houses Shift Times:

Day 8:45am – 4:15pm

Nights 4pm – 9am

(Night shift includes a sleepover from 10:30pm to 7am)

This position may be asked to work during the above mentioned times or any part thereof. Shift times may vary.

**ACCOUNTABILITY:**

The employee is employed by the Chief Executive Officer of Innisfail Youth and Family Care Inc and is accountable to the Management Committee through the CEO who is the immediate supervisor.

**LOCATION:**

Innisfail Youth and Family Care Inc

34 Cassowary Street

Innisfail QLD 4860

Location of shifts may vary.

# Innisfail Youth and Family Care Inc.

## DETAILS OF YOUTH WORKER POSITION DUTIES

- To provide emotional support and care for clients and residents.
  - Supporting young people by listening to them particularly during difficult times in their life.
  - Promoting the services of Innisfail Youth and Family Care to concerned parents to alleviate negative assumptions, fears, anger etc.
  - Assisting residents to positively resolve their conflicts.
  - To be available to residents at all hours during the shift in times of crisis.
  - Basic First Aid including the dispensation of prescription medications.
  - To de-escalate challenging or aggressive behaviours and situations
  - Provide emotional support and care to clients who may self-harm or have suicidal ideation or have other mental-health issues.
- To provide a case management service to residents of our residential services.
  - Interviewing clients to determine their eligibility for IYFC services.
  - Offering information on other services to people not eligible for our programs.
  - Completing admission details if the young person is eligible to receive services.
  - Assisting young people to identify goals for their future and working with the Case Manager towards this.
  - Practical support including transport and moral support when the young person is accessing outside services.
  - Exiting young people from records when the young person has left the service.
  - Providing the young person the opportunity to provide feedback about services received.
  - To assist in referral to other services or agencies where necessary.
- To provide care and support to residents of the Child Safety Residential Houses.
  - Performing entry and exit procedures as residents enter and exit the service.
  - Working in partnership with the Department of Child Safety, Seniors and Disability Services and other service providers as appropriate.
  - Providing care and support to residents in accordance with the Child Protection Act 1999, the Statement of Standards and the Charter of Rights for a Child in Care.
  - Working collaboratively with young people and relevant others to create and implement support plans identifying each young person's values, strengths, and goals.
  - Providing practical support including skill building, transport and moral support when the young person is accessing outside services.
  - Providing opportunities for residents to be involved in decisions regarding service delivery and opportunities to provide feedback.
- To maintain systematic records for clients.
  - Collecting data within organizational policies and procedures.
  - To complete client files/case notes each shift in relation to progress of client.
  - To complete day book entries with information about each shift.
- To assist residents of the Youth Shelter or Child Safety Residential Houses to develop practical life skills.
  - To assist residents of the Youth Shelter or Child Safety Residential Houses to develop practical life skills such as cooking, cleaning, shopping, budgeting, personal hygiene, laundry, resume writing, interview techniques, conflict resolution, communication techniques etc.

## **Innisfail Youth and Family Care Inc.**

- To provide suitable and adequate supervision for residents of the Youth Shelter or Child Safety Residential Houses and clients of the Youth Recreation Centre.
  - To ensure the children and young people are following the documented rules and procedures of the service.
  - To ensure all specified tasks are completed by workers and residents before the end of the shift.
  - To supervise other activities of the Youth Shelter or Child Safety Residential Houses including weekend outings.
  - To be mentally and emotionally present for clients as well as physically present amongst the clients at all times possible to build professional relationships and support wellbeing and development.
  - To provide age appropriate support as needed by the clients of the Youth Shelter, Child Safety Residential Houses and the Youth Recreation Centre.
- To undertake professional development as relevant to the position and the organisation.
  - To attend training as determined and negotiated with the Management Committee.
  - To read any relevant industry documents.
  - To attend and participate in staff meetings.
  - To participate in ongoing supervision.
  - To implement learnings from training and supervision into professional practice.
- To ensure that the Youth Shelter, Child Safety Residential Houses and/or Youth Recreation Centre is maintained to a hygienic and safe standard.
  - General cleaning inside and outside of the Youth Shelter, Child Safety Residential Houses and/or Youth Recreation Centre to ensure an aesthetically pleasing, hygienic and safe environment.
  - To tend to day-to-day household chores of the Youth Shelter or Child Safety Residential Houses (e.g. Shopping lists, fueling the cars, cleaning where necessary)
  - To complete maintenance and repair request forms as required.
- To contribute to the administration of the Youth Shelter, Child Safety Residential Houses and other programs to ensure their smooth function.
  - Answering the phone and taking messages.
  - To ensure a smooth change of shifts and report all relevant occurrences.
  - Undertake fundraising duties as required by the Chief Executive Officer and to assist in public awareness activities, to promote the services of the organisation and raise awareness of issues facing clients of the organisation.
  - To follow the procedures as outlined in policies and as directed by the CEO or their delegated officer.
  - To seek supervision and accept direction from the Chief Executive Officer or delegated person.
- To undertake support work as required by the CEO.
  - To provide support work in the way of supervised visits, transports and/or general client support to clients that Innisfail Youth and Family Care Inc is contracted to work with by another organisation such as the Department of Children, Seniors and Disability Services or other agency.

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## YOUTH WORKER POSITION

### SELECTION CRITERIA

Your application must include a cover letter addressing each selection criteria, with a minimum of one paragraph per key selection criteria. Please also include your resume and copies of any relevant documentation as outlined below.

#### ESSENTIAL SELECTION CRITERIA

1. Current Drivers License
2. Current First Aid and CPR Certificates
3. Current Blue Card for working with children and young people
4. Current Police Criminal History Check
5. Hold or be enrolled in and currently studying a minimum Certificate IV in Child, Youth and Family Intervention or other relevant qualification
6. Completed Hope and Healing Framework Foundations Training (otherwise can be completed during induction period)

#### KEY SELECTION CRITERIA

1. Developed interpersonal and communication skills with particular emphasis on dealing with persons in crisis. Demonstrated ability to supervise youth in crisis situations whilst simultaneously providing emotional support.
2. Demonstrated ability to de-escalate challenging behaviours and situations.
3. Demonstrated ability to supervise young people and organise them into activities and programs.
4. Knowledge and understanding of practical life skills and an ability to assist youth in developing and applying these skills.
5. Demonstrated knowledge and ability to cook meals and maintain premises to a safe, clean and hygienic standard.
6. Demonstrated ability in the use of computers, particularly Microsoft programs and email/calendars. Ability to maintain systematic records and provide case management services to clients.
7. Demonstrated ability to work as part of a team, provide input to team discussion, give and follow instructions.
8. A commitment to reflection and self-development in a social welfare environment.

**Please return your completed application via email or post to:**

[admin@innisfailyouthfamilycare.org](mailto:admin@innisfailyouthfamilycare.org)

or

The Chief Executive Officer (CEO)  
Innisfail Youth and Family Care Inc.  
P.O. Box 175, Innisfail QLD 4860