

**Job Description**

<b>Job Title:</b>	<b>Youth Development Coach</b>
<b>Ref No:</b>	OP751
<b>Portfolio:</b>	Community
<b>Service Stream:</b>	Community Services
<b>Program:</b>	Youth Services
<b>Reports to:</b>	Manager, Youth Services
<b>Classification:</b>	SACS Level 4
<b>Date:</b>	November 2017

**Job Purpose**

Provide professional, individually tailored services to young people to enable them to overcome non-vocational barriers and improve their vocational skills, enabling them to achieve successful employment and/or education outcomes.

**Key Result Areas****Client Work**

- Conduct assessments with young people to identify their individual needs, goals, barriers and career aspirations.
- Provide effective youth friendly case management, coordination and client services within AnglicareSA's Case Management model.
- Work collaboratively with Youth Employment Officer and key stakeholders, to identify potential learning and employment opportunities.
- Develop individually tailored Job Plans with young people within the Transition to Work funding contract / guidelines.
- Achievement of successful outcomes in accord with program KPI's.
- Provide referrals, including therapeutic interventions, to assist young people to meet their goals.
- Develop and conduct group sessions/training with young people as appropriate.
- Provide proactive coaching and support of participants on work experience activities.
- Involve key support people and services as necessary in the case management of young people.
- Monitor and evaluate client services and the job plan to ensure ongoing effectiveness, providing progress supports to the Coordinator as required.
- Provide exit planning and support to young people when it is appropriate that they leave the service.
- Collaborate with the Youth Employment Officer and other Coach's to ensure high quality and consistent service delivery.
- In collaboration with the Youth Employment Officer, develop and maintain effective networks with the relevant agencies and support services.

**Administration**

- Record the results of each contact in a timely manner.
- Administer evaluation tools and assist in the collation and analysis of data and statistics as appropriate.
- Ensure all administration tasks are completed in a timely and effective manner.
- Provide the Coordinator and Manager with reports as requested in a timely manner.
- Maintain a record of KPI's achieved and provide regular reports on performance.

**Work Health and Safety (WH&S)**

- Ensure own action or lack of action does not place own safety or that of others at risk.
- Use prescribed personal protective equipment.
- Assist in the evaluation of hazards and immediately report any accidents or near misses.

**Working Relationships:**

- Coordinator, My Move and team members of the My Move team
- Manager Youth Services and team members within Youth Services
- AnglicareSA staff
- External Stakeholders (schools, youth services, Onkaparinga Council, Centrelink, partners and referring agencies)

**Specific Job Requirements**

- You will be required to travel to other AnglicareSA sites on a regular basis.
- You will require a current driver's licence and a certified roadworthy vehicle that is registered and has a minimum third party property insurance. In return, you will receive a mileage reimbursement.
- You will have a mandatory requirement to report any suspicion of abuse or neglect of children or young people to the Department for Child Protection (DCP), Child Abuse Report Line (CARL) as required by the South Australian Child Protection Legislation.
- A current Senior First Aid Certificate must be maintained.

**Standard Job Requirements (all staff)**

- Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
- Conform with AnglicareSA's conditions of employment, Code of Conduct, Standards of Practice and Behaviour, Confidentiality and Fair Treatment policies and other Human Resources, Work Health and Safety (particularly AnglicareSA's "no lift" and manual handling) and organisational policies and procedures.
- Adhere to legislative requirements applicable to the role, including and not limited to the Work Health and Safety Act and the EEO Act.
- Perform all allocated duties within classification and work at other AnglicareSA sites if required.
- To be physically and mentally capable and report to work in a fit state to perform all duties.
- Must provide evidence of Australian residency or current working VISA.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.

☒ **National Police History Check**

☒ **DCSI Child-Related Employment Screening**

**Person Specification****Qualifications and Experience**

- Tertiary qualifications in a relevant discipline (Community Services, Social Work, Youth Work, Employment Services)

**Client Work**

- Track record of achievement in the delivery of youth focussed employment and/or training services.
- Experience in effectively engaging and working with young people.
- Experience conducting youth friendly client assessments, developing case plans and writing case notes and reports.
- Experience developing and delivering targeted youth participation and capacity building programs.
- Experience working in a performance based contract with individual targets.
- Experience collaborating successfully with a variety of key stakeholders (including local employers) to achieve successful outcomes for clients.
- Strong engagement skills and the ability to relate sensitively and positively to young people from diverse backgrounds.
- Able to interact effectively with young people and service providers to achieve quality outcomes for clients.



- Demonstrated ability to achieve outcomes with minimal supervision and direction.
- Sound interpersonal, conflict resolution and negotiation skills; and the ability to identify innovative and lateral solutions to problems.
- Ability to effectively manage time and to organise self.
- Ability to work independently as well as an effective member of a professional team.
- Knowledge and understanding of employment issues related to the needs of young people.
- Knowledge of education, training and employment options available to young people.
- Able to relate sensitively and positively to young people from diverse backgrounds.
- Self-motivation and initiative, especially in supporting clients.

## Administration

- Sound communication skills, both written and verbal, including the ability to write case notes and reports.
- Able to handle workplace pressure in a way that maintains stable performance and workplace morale.

## WH&S

- WH&S knowledge and skills suitable for the position.

## Cultural Fit

- Work within a team environment in accordance with AnglicareSA values.

## Competencies

Living the AnglicareSA Values	Display the values in undertaking their duties.
Cultural Respect of Aboriginal Peoples	Respectfully engage and respond to the needs and aspirations of Aboriginal people and communities.
Valuing Diversity <i>(race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political affiliation etc.)</i>	Demonstrate acceptance, respect and appreciation of individual differences.

## AnglicareSA Vision

Justice, respect and fullness of life for all.

## AnglicareSA Mission

AnglicareSA provides care and support with a voice for disadvantaged and vulnerable people in our communities.

## AnglicareSA Values

- **Integrity**  
We act honestly and ethically and ensure accountability to those we service and work with.
- **Compassion**  
We respond with sensitivity and empathy to the needs, ability and aspirations of the people we work with and the communities we serve and work with.
- **Stewardship**  
We are custodians of the resources entrusted to us for current and future service, building the capability of those we serve and those we work with, to ensure the sustainability, quality and effectiveness of our services.
- **Equity**  
We affirm the importance of diversity and inclusion in our workplace and the community. We will demonstrate fairness in our workplace. We will promote personal, social and economic change to enable those customers in the most difficult circumstances to flourish.
- **Servant Leadership**  
We place the needs of others first to enable them to grow. We empower, accept responsibility, and understand our role is to enable, encourage and support.

## ACCEPTANCE/AUTHORISATION

Jobholder Signature: ..... Date .....

Print Jobholder Name: .....

General Manager, Community Services:  .....

Date: 10/11/17. .....