

SOUTH BURNETT CTC INC POSITION DESCRIPTION

YOUTH WORKER – FUSION CTC YOUTH & FAMILY SERVICES, KINGAROY

Position Type	Full time. 38 hours per week
Hours of Operation	8.30am to 4:36pm, Monday to Friday, however as flexibility is required to meet the needs of the service and clients, the spread of hours can range between 6.00am and 8.00pm
Programs	Fusion and other Youth & Family Services programs as required
Location	Youth & Family Services, Murgon - 35 Lamb Street Murgon
Reports To	Youth Services Team Leader
Headquarters	South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610
Award Conditions	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) QCSCA Transitional Pay Equity Order (TPEO). Level 3 (\$34.04 per hour) or 4 (\$39.26 per hour) depending on qualifications and experience, plus salary packaging

Broad Outline of South Burnett CTC Inc (CTC)

South Burnett CTC Inc (CTC) is a not for profit community organisation providing support to disadvantaged people of all backgrounds and ages in areas including Foster Care, Youth & Family Services and Disability Services. We provide a range of services through the South Burnett area with teams operating from Kingaroy, Wondai and Murgon.

Broad Outline of FUSION Program

Purpose - To provide case management to young people who are not supported by protective factors (families, friends, communities, school) that enable them to lead healthy and active lives.

Target Group - Young people aged between 12 and 21 years who are at risk of:

- Disconnecting from their family/community or support network
- Disengaging from school, training and/or employment
- Harm, or at risk of harm, including self-harm
- Homelessness, or at risk of homelessness

Engagement: There are two levels of engagement:

- ACCESS - one off or short-term support where there are not multiple goals, including advice and on-referral.
- SUPPORT - working with a young person on long-term, complex, or multiple goals relating to the target group criteria, including information, advice, and on-referral.

Services will provide consistent assessment to identify appropriate individual responses for vulnerable young people to help them achieve positive life outcomes. These will be available for the duration of the young person's needs, from short to longer term. Services will facilitate the delivery of effective and coordinated support to young people.

The intensity of the support provided will be determined by the needs of the young person. The service must identify and provide the most appropriate response and suitable information, advice, and on-referral in accordance with the presenting level of need and circumstances of the young person.

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Attributes Required to Meet the Responsibilities of the Position

Qualifications/Industry Experience/Licenses

- Qualification in a Human Services related field (Diploma or higher), complemented by relevant experience which demonstrates the ability to engage with and deliver case management (including case plans and compiling case notes) to clients with complex issues including but not limited to homelessness, alcohol and drug addictions, mental health
- A professional understanding of privacy and confidentiality in relation to the sharing of information
- Established networks with other organisations (government and non-government) delivering support services across the South Burnett
- Queensland driver licence
- Ability to maintain a driver's licence without suspension and be transparent in reporting any past or future driving/traffic infringements notices that may impact on own suitability to transport clients
- Current First Aid and CPR Certificates
- Ability to acquire a Bronze Medallion Certificate

Screening

- Working with Children Blue Card
- Ability to meet and maintain any other current or future legislative benchmark requirements and government or organisation mandates

Cultural Awareness

- Ability to respond in a culturally sensitive way to all stakeholders of the service
- Ability to uphold cultural protocols and maintain community support

Time Management and Accountability

- Time management and IT competency to ensure all client files are kept up to date on a database capture system. Case notes must be recorded on the SRS database within 24 hours of each contact and client case plans and other service delivery/database requirements are reviewed within appropriate timeframes

Availability and Flexibility

- Flexibility to work across several programs
- Flexibility to adjust hours when required to keep children/young people safe
- Availability for occasional pre-planned out of work hours/weekend events

Broad Responsibilities of the Position

Provide To and Receive Support from the Team Leader

- Work closely with the Team Leader:
 - by having regular, informal discussions in relation to your caseload and other aspects of your work and formally during monthly support and supervision meetings
 - to ensure your safety in all aspects of your role and the safety of others
 - to provide input into the continuous improvement of Fusion and other youth program policies and procedures and associated practices
 - to identify opportunities for your professional development

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- to ensure you receive regular external support and supervision
- to fulfil the team's commitment to participate in the Youth & Family Services Intake Roster

Youth Worker Responsibilities

- Provide information, advice and on-referral to clients
- Complete assessments - including the Common Assessment Tool (CAT) every 3 months (practice guide available on intranet)
- Utilise brokerage according to support/case plans and within the budget
- Ensure delivery is in accordance with the Youth Investment Specifications, YS Practice Guide and Youth Wellbeing CAT Guide (available from intranet)
- Deliver and record a minimum of 25 client hours per week. Hours include work with or on behalf of each client
- Work flexibly and according to needs/gaps to assist service delivery across other Youth & Family Services programs
- Establish sound working relationships and cooperative arrangements with CTC staff at all levels, clients, government and non-government agencies, community groups and any other stakeholders

Timeframes and Other Expectations

Receiving Referrals

- Assessment, initial contact, and engagement with people referred to the service within 48 business hours of referral date. Actively identify and engage with other young people who have not been referred to the service.

Prior to gaining signed, informed consent, record attempted contacts through Enquiries.

Consent

- Upload signed consent form and add case notes for clients who have been engaged. Update Consent every 3 months, or when circumstances change, using the 'Consent Review' form.

Client Details

- Complete all client details from the intake form including contact details, address, key worker, emergency contact. Focus on adding family details and contacts.

Profile

- Complete client profile – Start date and Referral source information.

Attempted Initial Contact

- Add details of attempted contact through ENQUIRY for clients who were not successfully engaged and prioritise making multiple and creative attempts to engage with them. This may include home visits, introductions through other staff, services or family members and establishing connection through meeting their immediate support needs or being involved in activities or groups.

Ongoing Support

- Have frequent contact with clients ideally multiple-times weekly and at a minimum fortnightly.
- Ensure all ongoing support is guided by the client's case plan.

Support Plans

- Develop a plan and actions on the database which are Smart, Measurable, Achievable, Realistic and Time Bound, within 2 weeks of first contact.
- Review as circumstances/support needs change and goals are met.

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- Updates must be completed monthly as a minimum.
- Actions should have a one-month target date at most (break large/long-term goals into a set of small/short-term actions).
- Ensure plans reflect the need for any assistance provided through brokerage funding and that any expenditure is appropriately approved by the Team Leader or Service Manager and recorded on the database.

Payments

- Enter payments into the database any time brokerage is spent. Upload receipt/invoice and purchase order if used.

Client Contact and Case Work

- Record all client case work and contacts/attempted contacts on the database within 24 hours.
- Follow “Case note good practice guidelines” available on the intranet.

Referrals

- Document all referrals through the REFERRALS tab for any internal or external referrals to other services.
- Use manual referral if not referring via the database.
- Upload any service/agency forms in the attachment section of the referral. These need to be completed within 48 hours.
- Referrals cannot be backdated.

Claiming Outputs and Outcomes

- Measure Outputs through recording time spent with or on behalf of a client within client notes.
- Where there is one off contact and/or no intake form, record through Enquiries.
- Enquiries to be entered every time there is contact with a young person who not signed up to Fusion. If there is regular or ongoing contact, complete an intake form and put through client notes.
- For Support clients, complete OUTCOME CAT on client commencement, then every three months and on exit.

Closing/Exiting Clients

- Close clients who have completed their case plan, have moved from the area (after referrals completed in their new location), are on-referred with no other support needs or who disengage after multiple recorded attempts.
- If a client has not had contact for two weeks, they should be reviewed as to whether they should be closed, or different strategies adopted for engagement.
- Complete closure note and referrals then close; plan and actions, consent, alerts, profile, key worker.

Responsibilities as a CTC Staff Member

- Have knowledge and understanding of the organisation’s mission and vision and contribute to the success of the organisation in its entirety
- Be an effective member of the Youth & Family Services Team as well as all other CTC Teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic and tidy work environment at all times

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- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times
- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required
- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/ Acts/Guidelines and other documents/standards including the:
 - Human Services Quality Standards
 - NDIS Practice Standards
 - Qld Human Rights Act
 - CTC Staff Code of Conduct
 - NDIS Code of Conduct Code
 - CTC Code of Conduct for Working with Children and Young People

Performance Support and Reviews

- Regular support and supervision with the Youth Services Team Leader
- Periodic external supervision
- Additional external supervision as required
- Performance will be reviewed within an initial 6 month probation period and then on an annual basis according to the details of this and any revised position descriptions.

Confirmation of Understanding and Agreement with the Position Description

I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- more detailed responsibilities will be discussed with my Team Leader in line with the requirements of the organisation and broadly consistent with the role

STAFF MEMBER NAME: _____

STAFF MEMBER SIGNATURE: _____

DATE: ____/____/____