

## JOB DESCRIPTION

<b>Job Title</b>	Children & Young Persons Support Service Worker
<b>Department</b>	Children & Young Persons Support Services (CYPSS)
<b>Responsible to</b>	CYPSS Coordinator / Senior Supervising Social Worker
<b>Responsible for (if applicable)</b>	NA

### **Overall Purpose and Aim of Role:**

To represent Key Assets while providing a comprehensive and flexible support to foster carers and children/young people as required.

### **Core Tasks**

- Support children and young people through leisure/educational activities and other activities as agreed and risk assessed.
- To supervise contact with family members which may entail participating in activities both within and outside Key Assets premises.
- Accompany other staff members as an escort service for collecting children at the beginning of a placement or return them to an appropriate address at the end of a placement.
- Where appropriate, to transport children/young people to therapy sessions, contact, holiday activities or for educational assistance when the carers are unable to do so.
- To travel and escort children back to their carers, should a young person go missing.
- To provide a service which values and respects the differing cultures and ethnic backgrounds of families and children.
- To keep daily written records of work undertaken and provide these promptly in line with Key Assets Policies and Procedures alongside preparing other appropriate records; including preparing reports for reviews, case conferences and courts.
- To be available to work irregular hours, including evenings, nights and weekends as required to support children, young people and placements.
- To observe and implement Child Protection Procedures and adhere to safer caring guidelines.
- To liaise with other agencies and professionals as appropriate.
- To actively encourage and develop each child's social, physical, intellectual, cultural, emotional and religious needs or/and any special needs they may have and comply with the Standards of Care as laid out in legislation.

- To plan, implement and participate in a programme of activities which take account of individual and group needs and to participate in the review and evaluation of the programme.
- To participate in the Out of Hours Duty Rota as required.
- To support and contribute to the learning of co-workers, colleagues and students via training and mentoring.
- Where appropriate to support children/young people through specialist services i.e. Leaving Care.
- To ensure, through active involvement in the assessment processes and outcomes that all activities are thoroughly risk assessed.
- To participate in team parenting meetings and other professional meetings
- To take a flexible and creative approach to work with young people.
- To undertake training and development deemed necessary for the pursuance of the post and demonstrate a commitment to further professional development.
- To ensure that Health and Safety is observed in the course of employment, and comply with all Key Assets Policies and Procedures and the relevant government care standards.
- To comply with Equal Opportunities Policy and Procedure in all employment practices.
- To comply with the no smoking policy in place.
- To take an active and professional role in the continuing development of the Children and Young People's Support Service.

**The role may involve frequent travel across and within the QLD coverage area and may include stays away from home.**

### **Additional Duties**

- The post holder will be expected to demonstrate the Key Assets' values
- The post holder will be expected to undertake any training and development deemed necessary for the pursuance of the post.
- The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use Company electronic systems effectively
- The post holder will be expected to ensure compliance with Equal Opportunities Policy and Procedure in all employment practices.
- The post holder will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds.
- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter or serious complaint.

**It is the nature of work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.**

<b>Signed by Job Holder:</b>	
<b>Date:</b>	
<b>Signed by Line Manager:</b>	
<b>Date:</b>	

**PERSON SPECIFICATION**  
**Children and Young Person Support Worker**

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

**Key:** Assessed by Application Form: **A**  
 Assessed at Interview: **I**  
 Assessed by Test/ Exercise (if applicable) **T**  
 Assessed by Documentary Evidence **D**

	<b>Essential/ Desirable</b>	<b>Shortlisted Criteria</b>	<b>A</b>	<b>I</b>	<b>T</b>	<b>D</b>
<b>Education/ Qualifications</b>						
<ul style="list-style-type: none"> <li>Qualification/Certificate in youth or social work or human services</li> </ul>	Essential	✓	✓	✓		
<b>Experience/ Training</b>						
<ul style="list-style-type: none"> <li>Must have previous experience of working directly with children/young people, including teenagers, in the care system or other relevant field</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>An experienced Residential Worker, Youth Worker or Child-Care Professional</li> </ul>	Desirable			✓		
<ul style="list-style-type: none"> <li>Knowledge and understanding of Child Protection Procedures</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Demonstrate experience of working with children with challenging behaviour in an effective and appropriate way</li> </ul>	Essential	✓		✓		
<ul style="list-style-type: none"> <li>A basic understanding of IT</li> </ul>	Essential	✓		✓		
<b>Personal Qualities</b>						
<ul style="list-style-type: none"> <li>Ability to communicate simply and effectively, both verbal and written, with a diverse staff group at all levels, recognising potential language barriers and cultural differences</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Tenacious, diligent and resilient with the ability to adopt a creative approach to problem solving in a fast paced environment</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to work with senior management to promote the Learning and Development agenda in accordance with local legislation and company best practice</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>To be able to evidence an understanding of the use of IT and electronic communications including Microsoft Office Applications; Word, Excel, Access, Visio and email</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Keen eye for detail and ability to work with a number of different terms, conditions and processes simultaneously</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Ability to think quickly and act appropriately to business need</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to work respectfully in partnership with internal and external departments, agents/consultants and training providers</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to work with cultural advisors to ensure that training material and delivery methods are culturally relevant</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to work on own initiative and work as part of a wider international support team</li> </ul>	Essential		✓	✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
<ul style="list-style-type: none"> <li>Demonstrate initiative and creativity and work to quality standards</li> </ul>	Essential					
<ul style="list-style-type: none"> <li>Self-starter with the ability to work with a degree of autonomy, in a creative manner, within Company policies and procedures</li> </ul>	Essential	✓		✓		
<ul style="list-style-type: none"> <li>Reliability, flexibility and dependability</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to create a positive working environment where people have the opportunity to reach their potential</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to maintain confidentiality</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Ability to work under pressure and handle changing priorities</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to work with others in remote locations</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li><b>Miscellaneous</b></li> </ul>						
<ul style="list-style-type: none"> <li>A commitment to Equal Opportunities and OH&amp;S in all work practices</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A comprehensive working knowledge of all relevant legislation pertaining to children's services as well as publications which inform current thinking regarding best practice and the Safeguarding of children</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A commitment to diversity and social inclusion which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A commitment to providing a professional and quality service</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability and willingness to travel extensively, including occasional nights away, travel may be required within QLD and Interstate.</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability and willingness to work flexibly including, early morning and evening work as necessary to accommodate time zones</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Must possess a full current driving license relevant to the state this role is based</li> </ul>	Essential		✓			✓
<ul style="list-style-type: none"> <li>To be confident dealing with people in sometimes stressful/ difficult situations or remotely</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Willingness to undertake relevant statutory and personal reference checks</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Be prepared to seek advice where necessary</li> </ul>	Essential			✓		

***Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.***

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<b>Date:</b>	
<b>Signed by Line Manager:</b>	
<b>Date:</b>	