

Position Description

Youth Mentor

Department/Team: Community Services

Classification: Social and Community Services Level 3

Instrument: Lutheran Services (Qld) Enterprise Agreement

Location: Intercept Youth and Family Service, Caboolture

Reports to: Team Leader - Education, Training and Development

Direct Reports: Nil

Effective Date of PD: May 2020

Primary Objective:

Provide one-on-one mentoring and small group facilitation (as required) to young people including those with disabilities, giving them the educational support required to develop positive interpersonal relationships, increased social skills and independence.

Key Relationships and Position Dimensions:

The position will consult, collaborate and network with:

- Youth
- Families
- External suppliers
- External community groups
- Case Managers

Key Accountabilities:

Leadership Accountabilities:

At Lutheran Services, we place equal value on the outcomes we achieve and the behaviours we demonstrate. Our competency framework provides the basis of behavioural expectations for all employees. All positions are accountable to the values and behaviours set out in the Lutheran Services Competency Framework. The Youth Mentor is a **Leader of Self**.

Leader of Self.

- Ensure that personalised client needs are met through effective application and appropriate escalation of client feedback;
- Proactively initiate problem-solving and identify areas for improvement to achieve successful outcomes;
- Build strong relationships with team members and clients to work effectively towards common values and goals;
- Actively engage in coaching and feedback to guide development and stay focused, resilient, and values-driven;

- Work in a simplified and efficient manner to meet service delivery expectations, client needs and organisational objective;
- Act in a consistent and proactive manner that identifies and utilises resources efficiently to deliver high-quality outcomes.

Role Specific Accountabilities:

Within the policies established by Lutheran Services and working in collaboration with relevant managers and employees, the occupant of this position will:

- Provide case management, group work and community development interventions in line with client service agreements and individual support plans
- Utilise Evidence Based Practice in the development and implementation of client's individual support plans
- Provide professional support to young people with Autism Spectrum Disorder and/or intellectual impairment
- Conduct regular planning reviews with clients and ensure plans are monitored and progressed
- Actively develop, in conjunction with the Team Leader, continuous quality improvement systems and participate in providing quality services and support to individuals living with a disability
- Provide mentoring support and serve as a positive role model for our clients
- Where appropriate, undertake in-school/class support to assist young people remain in the educational/training setting
- Maintain an environment that empowers clients and promotes positive behaviours, positive learning, skill development and independence
- Provide flexible service provision that is client-centred using an outreach model
- Maintain timely, appropriate case files as per Lutheran Services' recording policies
- Communicate effectively with relevant stakeholders
- Complete other related duties to meet the ongoing needs of the organisation

Position Requirements:

Essential:

- Relevant tertiary qualification in human service delivery
- Previous experience in a similar position
- Excellent written and verbal communication skills
- Ability to work autonomously and in a team
- Previous experience working with young individuals
- Ability to maintain a Working with Children check (Blue Card)
- Must hold a valid Queensland Driver's Licence.