

YMCA POSITION DESCRIPTION - SENIOR YOUTH WORKER

Position Title	Senior Youth Worker		
Group	YMCA Social Impact (Y-Care South East Qld Inc.)		
Modern Award:	YMCA Vocational Schools Enterprise Agreement 2017		
Classification Level:	Band 3, Step 1 – Band 3, Step 3		
Position Status	Contract / Permanent Full-Time or Part-Time	Child Facing Role	Blue Card Required
		✓	✓
Safeguarding Classification	Child Facing Position (CF)		
Employment Screening	National Police Check; and Working with Children Check (Blue Card)		
Reports to:	Head of Campus, or other person, who may from time to time be nominated		
Supervises:	N/A		

Industry Sector

As the social impact arm of the YMCA, Y-Care, trades as YMCA Social Impact and exists to serve people in our community who are disadvantaged. Social Impact's programs each operate in different areas but share the common theme of assisting people overcome the challenges they face in body, mind and spirit. Services and programs managed by Social Impact fall under the following 5 focus areas: Youth and Education, Healthy Futures, Community Housing, Disability and Social Enterprise. The YMCA Vocational School operates under the Youth and Education focus area.

Position Summary

The role of Senior Youth Worker is critical to the operation of all our Campuses. The major tasks associated with the role include:

- Coordinate the delivery of the School's pastoral care and community development program so that student wellbeing needs and attendance targets are met;
- Plan and lead wellbeing programs to students (this is a leadership role, not a teaching role);
- Support the delivery of vocational training programs offered to students;
- Assist in delivering associated programs, services and events offered to young people through the operation of the campus;
- Form intentional relationships with young people so that their strengths, passions, interests and unmet needs can be supported appropriately through the operation of the School;
- Support and case management of identified students in line with school policies and practice.

Duties and Responsibilities

1. PASTORAL CARE AND COMMUNITY DEVELOPMENT

- 1.1 Provide pastoral care and personal support for students who have been referred from the teacher / youth worker / education support officer team;
- 1.2 Support the delivery of the School's Reboot Philosophy by developing and providing activities and programs that build a positive school environment and help foster self-esteem and build resilience among students;
- 1.3 Develop and implement strategies which help student explore what practices may help them prepare for the School day and support them through difficult situations;
- 1.4 Build and maintain a network of support agencies and community groups who can provide a broad range of services to students and their parents / carers;
- 1.5 Coordinate a home to school pick up service for those students who require transport to attend school;
- 1.6 Coordinate the operation of the Campus's Student Council.

2. ACADEMIC AND WELLBEING PROGRAMS

- 2.1 Develop and lead workshops/programs directed at student engagement - supported by Teachers, Youth Workers, and Head of Campus
- 2.2 Support the behavioural management of students in the classroom, prior to school and during breaks;
- 2.3 Prepare, activate and deliver programs prior to the commencement of the School Day;
- 2.4 Assist in the preparation and distribution of the School breakfast program;
- 2.5 As requested by teaching staffing, participate in parent / teacher meetings to share updates on student progress. These meetings are to be held every six months;
- 2.6 As required, liaise with other staff, parents and students concerning the educational, social and emotional status of a student;
- 2.7 Contribute to the preparation of student academic and wellbeing reports which are prepared by teaching staff prior to the conclusion of each school semester;
- 2.8 Contribute to the maintenance of student records, the collection of samples of work and reporting on the student performance as per the School's policies and procedures;
- 2.9 Support students pastorally and coordinate additional support (through links with third party agencies) for them as required.
- 2.10 Record case management notes as appropriate in the support of identified young people

3. VOCATIONAL PROGRAMS AND JOB PLACEMENT SUPPORT

- 3.1 Support as required trainers providing vocational training to students, to ensure these training sessions meet needs of students, align with the reboot philosophy and an environment conducive to learning is maintained; and
- 3.2 Assist vocational trainers and teaching staff, as required, to support students into vocational training and subsequent work placements which are aligned to the student's capabilities, interests and attitude.

4. DELIVERY OF YOUTH SERVICES

- 4.1 As directed support members of the student body in the operation of Youth Services.
- 4.2 Assist with the delivery of arts and cultural, and sport and recreation activities and programs
- 4.3 Advocate on behalf and for young people in community planning committees where appropriate and needed.
- 4.4 Form intentional relationships with young people so that their strengths, passions, interests and unmet needs can be supported appropriately through the operation of the campus.

5. PROFESSIONAL DEVELOPMENT AND SUPPORT

- 5.1 Participate in the process lead by the school, to develop your practice as a Youth Worker and your Professional Development plan. The latter is required to be updated each 12 months;
- 5.2 Engage in the school professional Supervision programs.

6. COLLABORATION

- 6.1 Collaborate constructively and positively with all school staff, across all campuses, in the development and evaluation of curriculum;
- 6.2 Participate in the process to regularly monitor the effectiveness of program delivery through observation and evaluation;
- 6.3 Attend and participate in all staff meetings and training activities;
- 6.4 Assist in the planning of Y-Care services and programs as required.

7. CUSTOMER SERVICE

- 7.1 To work with the staff to provide the highest possible standard of customer service to the wider community;
- 7.2 Respond to the needs of students, their carers and the wider community to ensure the quality of service meets agreed standards;
- 7.3 Handle customer complaints and conflict and take relevant action as per the School's policy.



Safeguarding Children

1. SAFEGUARDING CHILDREN REQUIREMENTS

The status for your position as either child-facing or non-child-facing is outlined on page one of your position description. The YMCA has requirements for both child-facing and non-child-facing roles which are indicated below.

Child-Facing Roles

- 1.1 Declare anything you become aware of through the course of your engagement with the YMCA which a reasonable person would consider could impede your suitability to have contact with children and young people;
- 1.2 Act as an extended guardian towards children and young people where you have interactions and at all times take reasonable steps to prevent abuse and neglect;
- 1.3 Adhere to all policies and procedures relating to safeguarding children and young people and the Safeguarding code of conduct;
- 1.4 Update your details whenever these change, with the relevant department administering the working with children check or equivalent in your state/ territory of residence, as required by applicable laws;
- 1.5 Complete a Working with Children Check (Blue Card) prior to commencement and maintain currency throughout employment;
- 1.6 Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
- 1.7 Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures;
- 1.8 Participate in safeguarding children and young people training as directed;

Non-Child-Facing Roles

- 1.9 Participate in safeguarding children and young people training as directed
- 1.10 Use standardized methods for receiving and responding to feedback and complaints from children, young people and their families;
- 1.11 Any new program initiatives are to include consultation with children and young people, using standardized practices and resources;
- 1.12 Maintain a working knowledge of policies and procedures relating to safeguarding children and young people;
- 1.13 Attend any other training legally mandated by your role in relation to safeguarding children and young people;
- 1.14 Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities.

General

2. GENERAL REQUIREMENTS

- 2.1 Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;
- 2.2 Comply with all Policies and procedures
- 2.3 Maintain confidentiality of all YMCA information, records and files;
- 2.4 Complete the YMCA Induction and other required training as required by organizational policy and procedures;
- 2.5 Uphold, promote and comply with the policies, mission and values of the YMCA;
- 2.6 Any other duties as determined by the Chief Executive Officer as required.

Health and Safety

3. WHS RESPONSIBILITIES FOR ALL EMPLOYEES / VOLUNTEERS

- 3.1 Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- 3.2 Be familiar with the YMCA WHS Policy and other health and safety policies, procedures and requirements;
- 3.3 Accept responsibility and accountability for compliance and cooperation with all WHS policies, procedures and practices established by the YMCA;
- 3.4 Report all hazards, near-misses, incidents and injuries in accordance with organization policy and procedures;
- 3.5 Wear appropriate clothing, footwear and protective equipment for the work performed and work environment;
- 3.6 Properly use equipment, including any relevant safety equipment or devices;
- 3.7 Participate in discussions and consultation on the management and resolution of WHS risks;
- 3.8 Accurately complete all required WHS documentation relevant to position and work activities being undertaken
- 3.9 Continually monitor the workplace for hazards so as to minimize the risk to both customers and staff;
- 3.10 Make suggestions for improvements to health and safety practices within the workplace;



- 3.11 Take reasonable care for your own health and safety and that acts or omissions do not adversely affect the health and safety of others;
- 3.12 Comply with any reasonable instruction that is given by the YMCA for ensuring health and safety.

Key Physical Requirements

- 1. Walking / standing – Frequent
- 2. Sitting – Constant
- 3. Squatting/ bending/kneeling – Occasional
- 4. Working outdoors – Occasional
- 5. Fine motor skills (keying, typing) – Constant
- 6. Gross motor skills (e.g. setting up, packing up) – Occasional
- 7. Lifting/carrying up to 10kg – Frequent

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)

Position Requirements / Selection Criteria

Essential:

- 1. Certificate III or above qualification in Youth Work, Community Services or similar qualification;
- 2. Significant experience in working with young people who are at risk;
- 3. Ability to communicate effectively with young people including the ability to communicate appropriately with young people and their families from diverse cultural backgrounds;
- 4. Demonstrated ability to plan and apply appropriate behavior management strategies that contribute to the establishment and maintenance of a supportive environment;
- 5. Highly developed skills for working within a team environment to provide individualised support and action plans for young people;
- 6. Ability and commitment to working with young people using the Strengths Approach and ability to demonstrate non-judgmental, empathic framework;
- 7. Be able to demonstrate excellent oral and written communication and interpersonal skills;
- 8. Demonstrated ability to work as an effective team member and manage time effectively and set priorities;
- 9. Computer literacy and prior experience using a range of office software including Word, Excel;
- 10. A current driver's license and possession of or willingness to gain current First Aid and CPR qualifications;
- 11. Willingness to obtain a Blue Card and a National Criminal History check prior to commencement of employment;
- 12. Achievement of YMCA’s Safeguarding Children Training Certificate and complete annual refresher training.

Desirable:

- 1. Art and cultural program delivery experience for youth;
- 2. Sport and recreation program delivery experience for youth.

Approval

Date Position Description Revised:	September 2019
Position Description approved by:	Chief Executive Officer
Date of Approval:	

