

YMCA POSITION DESCRIPTION - CASE WORKER

Position Title	Case Worker		
Group	YMCA Social Impact (Y-Care South East Qld Inc.)		
Modern Award:	YMCA Vocational Schools Enterprise Bargaining Agreement 2017		
Classification Level:	Band 1 Step 1 – Band 4 Step 3 (dep. on knowledge, skills and exp.)		
Position Status	Fixed-term	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

This position will provide support to students as part of their engagement with the school. Key accountabilities of this position include:

1. Facilitation of the delivery of comprehensive individual assessments and support planning for students who come from disadvantaged backgrounds, in accordance with all school policies and procedures;
2. Provision of support to students that enables their successful ongoing engagement in education and training, and/or in facilitating a successful transition to life beyond the school enrolment;
3. Impart up-to-date knowledge, skills and abilities to students accessing casework, enabling them to successfully participate and lead their own support pathways;
4. Liaise with locally-based service providers to facilitate productive working relationships that lead to opportunities for students;
5. Support the delivery of vocational and educational school programs and course work;
6. Form intentional relationships with students so that their strengths, passions, interests and unmet needs can be supported appropriately through the operation of the case work assessment, plan and subsequent reviews;
7. Advocate for the young person through case management, participating in meetings and service planning of identified participants in line with organisational policies and practice, as well as funding guidelines.

Duties and Responsibilities

1. DELIVERY OF YOUTH SERVICES (CASE WORK)

- 1.1 Complete comprehensive case work assessments individually with young people and in consideration of their Personalised Education Plan, in order to facilitate the support required to maintain engagement in education, or successfully transition beyond school;
- 1.2 Provide case work services as appropriate to young people who are either YMCA school students or other young people from the community;
- 1.3 Deliver wellbeing group programs to students who experience disabilities (e.g. mental health history);
- 1.4 Advocate on behalf and for young people in a manner that respects and promotes their rights, and supports young people's voices to be heard;
- 1.5 Form intentional relationships with young people to assist them build assets and strengths, and to navigate their best possible pathway in life;
- 1.6 Utilise a strengths-based approach to provide holistic, youth-centred programming and support that moves young people toward creating opportunities in their lives and achieving their potential;

- 1.7 Provide culturally aware and appropriate services in a manner that respects individual dignity and promotes equity;
- 1.8 Develop and use as required a network of individuals, organisations and other relevant personnel to support the successful brokerage and referral for support, and to facilitate continuity of support for young people transitioning from school.

2. CUSTOMER SERVICE

- 2.1 Work together with all staff to provide the highest possible standard of customer service to the wider community;
- 2.2 Respond to the needs of students, their parents / carers and the wider community to ensure the quality of service meets agreed standards;
- 2.3 Handle customer complaints and conflict and take relevant action as per the School's policy.
- 2.4 Represent the YMCAs belief and position statements positively to beneficiaries and the wider community.

3. IMPACT AND INNOVATION

- 3.1 Collaborate constructively and positively with all School and Social Impact staff, across all sites;
- 3.2 Actively facilitate processes to gather information and evaluate the impact of programs and activities through prescribed methods;
- 3.3 Construct programs and support initiatives in a way that proactively considers how impact will be measured, seeking advice from other relevant team members as appropriate;
- 3.4 Attend and participate in all staff meetings, development and training as appropriate;
- 3.5 Contribute constructively to a positive team culture that actively embraces the YMCA mission and values and promote innovation through commitment to quality improvement.

4. PROFESSIONAL STANDARDS AND DEVELOPMENT

- 4.1 Participate in prescribed programs including Professional Development and Review;
- 4.2 Seek and participate in continuing professional development as appropriate, in order to remain up-to-date with innovations and trends in youth work and youth culture;
- 4.3 Use appropriate theory and reliable sources to inform program development and content updates;
- 4.4 Work in a way that is consistent with the Professional Standards of the Australian Community Workers Association Code of Ethics and professional standards.

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 standardised 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 standardised 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 organisational 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 organisation 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 - Occasional

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



Position Requirements / Selection Criteria

1. Tertiary Qualifications in human services, social work, behavioural sciences or a related field, combined with demonstrated recent experience working with vulnerable young people;
2. Demonstrated skills in youth engagement/empowerment processes;
3. Excellent, negotiation, problem-solving, liaison and communication skills including well developed written and oral skills;
4. Passion for giving disadvantaged people in our community a real opportunity to realise their potential in body, mind and spirit;
5. Ability to work within a team environment to provide individualised support and action plans for young people that enable them to overcome disability, realise opportunities, and grow in academic and vocational capacity;
6. Sound computer literacy and prior experience using a range of office software including Word, Excel;
7. Current First Aid and CPR certificate;
8. A current valid driver’s license;
9. Currently possess, or be willing to obtain, a National Police Check and positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000;
10. Achievement of YMCA’s Safeguarding Children Training Certificate and complete annual refresher training.

Approval

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

