



ReBoot Coach
Position Description
Children & Youth Services

Stage: Issued
Version: 1.005047
Issued: 24/07/2017
Next Review: 23/07/2020

Position Title:	ReBoot Coach
Location:	Quantum Support Services Morwell Office.
Hours of Duty:	As per Employment Agreement.
Duration:	The period of employment is dependant upon ongoing funding.
Position Funding:	Funding is provided through the State and/or Commonwealth Government.
Salary:	Salary & conditions are as per the Quantum Enterprise Agreement 2015 and the Social, Community, Home Care and Disability Services Award (SCHADS). Salary packaging is available.
Classification:	Social and Community Services Level 5.
Reports to:	Stream Manager - Children & Youth Services.

Our Vision, Mission & Values:

Quantum is committed to providing accessible high quality, advocacy and support services that meet the needs of our community.

Our Vision

Quantum serves to enrich the wellbeing of Gippslanders.

Our Mission

To improve lives by empowering people, particularly the vulnerable to reach their full potential.

Our Values

Quantum recognises that values driven activities and relationships are essential to the successful achievement of our Vision and Mission and a vibrant organisation. These values guide our behaviours, planning, service delivery and relationships.

Respect: Quantum values the worth and contribution of others and embraces treating people fairly and without discrimination	Integrity: Quantum values being ethical and professional in our conduct	Empowerment: Quantum values sharing our knowledge to promote the choices and decision-making capacity of others
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Primary Position Objectives:

1. To work in conjunction with the Team Leader to plan and implement the new program.
2. To ensure that the program is operated in accordance with funding and service agreement, organisational policies and accepted standards of practice.
3. To work cohesively and collaboratively within the ReBoot partnership.
4. To deliver a high quality, flexible and accountable service to the clients of the ReBoot program.
5. To make connections and participate in networks with other relevant service providers.
6. To participate in the evaluation of the program.

Program Background:

The Latrobe ReBoot program is delivered through a partnership of agencies comprising of Anglicare Victoria, Quantum Support Services and Berry Street. The three agencies have a long history in planning and developing services for at-risk children, young people and families in the Gippsland Region and are all experienced in the implementation of services for at-risk young people.

The ReBoot program partnership is deepened with the programs steering committee comprising of Department of Health and Human Services, Department of Justice and Regulation, Department of Education and Training, Victoria Police, The FLO Gippsland in addition to the above program delivery partners. The steering committee will work collaboratively to identify children /young people at risk and effectively intervene to prevent engagement with the justice system.

ReBoot is an early intervention program that will support children / young people aged 10-14 years who have a demonstrated risk of engaging with justice, or who are currently engaged in low level offending. Through coaching and mentoring, ReBoot will help the child / young person and their family to access services, and actively engage with education and community participation opportunities. ReBoot will also coach and mentor agencies supporting the child / young person in restorative justice principles.

Duties and Responsibilities:

- Establish an inclusive working relationship with children/young people and their families, demonstrating respect and honest communication, particularly about offending behaviours and consequences.
- Undertake comprehensive assessment and planning with young people and families, including both the individual and systemic perspective.
- Provide support to young people and families, utilising a range of individual and relational approaches.
- Develop and regularly review Child and Family Action Plans with each family ensuring this supports both short and longer term goals and strategies.
- In conjunction with family and the wider network of the child / young person, identify issues contributing to offending by young people
- Work with and provide feedback to families in such a way that the possibility of positive change becomes a part of their way of thinking.
- Ensure that interventions are culturally appropriate and attuned to the needs of families.
- Work with children and families to build supportive networks within the community that will provide enduring support and reduce isolation.
- Provide mentoring support to the program participants (children / young people and their families) and to agencies and organisations who are supporting the program participants
- Participate in regular supervision with the Team Leader, attend staff meetings, team meetings, training and make an active commitment to the maintenance of a cohesive team.
- Fulfil the program requirements regarding case records, statistics and other data collection requirements.
- Establish and maintain positive relationships with the key stakeholders relevant to the program.
- Work collaboratively with other services to ensure young people and families are provided with co-ordinated and planned support.
- Participate in the ongoing review and development of the program.

Administration

Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act

- Carry out necessary administrative tasks, including:
 - Compiling workers or other reports on a monthly basis or as requested.
 - Daily & monthly collection of data for both internal and external purposes.
 - Completion of relevant forms in accordance with Quantum policies and procedures.
 - Performing tasks such as filing & correspondence.
 - Maintaining accurate records.
 - Maintaining Case Files within the guidelines of the Quantum Service Delivery Manual.

General

- Perform other duties relevant to Quantum Support Services' daily operations as directed by the Practice Leader - Advocacy & Support or Stream Manager - Homelessness & Community Strengthening.

Occupational Health and Safety

- Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures.

Key Selection Criteria:**Service Delivery**

1. Tertiary qualification in Community Welfare, Social Work or related field.
2. Capacity to use initiative, set priorities, organise and manage workloads.
3. Experience working with vulnerable children, young people and families that are experiencing multiples and complex issues.
4. Demonstrated high level of interpersonal skills and communication skills, both oral and written.
5. Possess a flexible and adaptive approach to service delivery.

General

1. Competent literacy and computer skills.
2. Ability to work with minimal direction and supervision.
3. Excellent time management skills.
4. Enthusiasm, energy and interpersonal skills.

Mandatory Requirements:

- Appropriate tertiary qualifications and / or experience relevant to this position.
- Completed application must address the key selection criteria, include a current resume that contains or has attached, the name, address and telephone number(s) of three referees.

Conditions of Employment:

- The successful applicant must confirm in writing their acceptance of the Offer of Employment from Quantum, complete a successful Police Check and Referee Check prior to commencing employment, and provide confirmation of a Working with Children Check.
- The successful applicant is required to comply with the policies and procedures of Quantum.
- A current Victorian driver's license is required at all times.
- This position description is subject to an annual review.

Accountability:

The position is accountable to the Practice Leader - Youth Services and Stream Manager - Children & Youth Services.

Internal Files/Links:

[Eziway Salary Packaging](#)

other - human resources

Revision History:

Document created July 2017.

Acknowledgement:

Please sign and date to acknowledge you have read and understood this position description.

Employee:
Name: _____
Signature: _____
Date: ____/____/____

Manager
Name: _____
Signature: _____
Date: ____/____/____