



**Youth Justice Support Worker**  
Position Description  
Youth Services

**Stage: Issued**  
**Version: 4.005014**  
**Issued: 14/05/2019**  
**Next Review: 20/02/2020**

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<b>Position Title:</b>	Youth Justice Support Worker
<b>Location:</b>	Quantum Support Services - Office location as per Employment Agreement.
<b>Hours of Duty:</b>	As per Employment Agreement.
<b>Duration:</b>	The period of employment is dependent upon ongoing funding.
<b>Position Funding:</b>	Funding is provided through the State and/or Commonwealth Government.
<b>Salary:</b>	Salary & conditions are as per the Quantum Enterprise Agreement 2015 and based on the Social, Community, Home Care and Disability Services Award (SCHADS). Salary packaging is available.
<b>Classification:</b>	Social and Community Services Level 5.
<b>Reports to:</b>	Practice Leader - 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.

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

Provide engagement strategies and on-going provision of support that will achieve outcomes for Youth Justice clients.

### Duties and Responsibilities:

#### Service Delivery

- To be responsible for a caseload of clients and provide support as needed.
- Undertake an assertive outreach response to assessment of the referred young person's current circumstance including living skills, strengths and presenting issues. Identify areas of need and assist and support the young person to access information and resources necessary for a suitable transition to independence.
- Participate in the development and implementation of a range of strategies that assist young people to address areas of difficulty in a positive manner conducive to growth and personal development.
- Motivate, encourage and empower clients to address areas of personal difficulty and consider options for the development of personal wellbeing.
- Actively promote the establishment and maintenance of positive family relationships when applicable, in accordance with the young person's wishes and case planning processes.
- Actively support, encourage and maintain the development of positive relationships, networks and linkages within the young person's community.

- Liaise effectively with relevant services and supports to create linkages and options for young people in the program.
- Develop a strong working relationship with the staff of the Youth Justice Unit, Gippsland to facilitate shared understanding and planning for both the broader program and individual clients.

### **Community Development & Networking**

- To work cooperatively with other agencies in maintaining an effective service delivery system for Youth Justice clients.
- Attend reference group meetings every 6 to 8 weeks or as required.
- Participate in local and regional community youth networks, as required, to ensure effective service integration and coordination of service delivery.

### **Agency Participation**

- Participate in regular supervision, review and individual planning, including the identification of training needs, provided by Line Management.
- Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings.
- Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the Agency's service delivery and contribute to future planning.
- Contribute to Quantum Support Services' policy processes in response to local, State and Commonwealth Government policy changes and reviews.

### **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. A working knowledge of the Youth Justice system with an understanding of factors that contribute to youth offending.
2. A demonstrated understanding of the intricacies of working with a high risk cohort and related risk assessment and safety planning processes.
3. An ability to engage, build relationships and network with the community to support young people on youth orders. This would include government agencies, non-government agencies, business and individuals.
4. Knowledge of case management practice and principals specifically relating to working with young people.
5. Knowledge of factors and supports that promote reduced recidivism for young people.
6. An ability to work positively in a team environment and promote Quantum's values of respect, integrity and empowerment

### **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 and Youth Services.

**Internal Files/Links:**

[Eziway Salary Packaging](#)

other - human resources

**Revision History:**

Last Updated 14th May 2019.  
Previously updated July 2017.

**Acknowledgement:**

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

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