

**POSITION DESCRIPTION**

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| **Position Title:** | Specialist Family Violence Youth Worker |
| **Location:** | Sale |
| **Reports To:** | Practice Leader Family Violence |
| **Key Internal Contacts: (Program)** | Family Violence Team |
| **Hours of Duty:** | As per the Employment Agreement |
| **Duration:** | 12 months |
| **Salary Classification:** | SCHADS Award Level 5 |

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| **About Quantum** |
| Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our five sites (Bairnsdale, Sale, Morwell, Warragul and the East Bairnsdale Community Hub) and outreach to clients living across Gippsland. The range of services we provide include:* Homelessness including youth crisis accommodation
* Tenancy advocacy and support
* Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers
* Family violence support for women and children
* Youth programs
* Out of Home Care including Foster Care

Quantum believes the celebration of diversity makes us and the community stronger.  We are committed to embracing everyone’s individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of gender, sexuality and spiritual or religious belief along with all cultural backgrounds including Aboriginal and Torres Strait Islander people.  Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone’s right to feel respected, safe, welcome and valued.In undertaking this role with Quantum, you are expected fulfil the obligations set out in this document and any other reasonable direction given to you by your Line Manager. Most importantly, the way in which you undertake your work and your behaviour towards you colleagues, clients and the wider community must align to the values set out below.  |
| **Vision:** | Our Vision is to enrich the wellbeing of Gippslanders |
| **Values:** | Respect, Integrity, Empowerment |
| **Our Core Values:** | * we are inclusive
* we are accountable
* we strive for sustainable outcomes
* we are proactive
* we show care
* we are agile and adaptive
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| **Our Goals** | * Provide the right services and programs in the right places.
* Increase access to early intervention and prevention services.
* Attract, engage and invest in our people.
* Build the profile of Quantum.
* Achieve a sustainable business model
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| **Primary Position Objective** |
| This role is to provide Case Management support to young people who are using violence in the home. The Youth Worker will be required to support the young persons to develop skills and appropriate strategies to manage personal relationships and resolve conflict in a positive way through the provision of education strategies and tools to address challenging behaviours and the use of adolescent violence in the home. The Youth Worker will be required to support and facilitate opportunities for the young persons to develop positive connections and will be required to make appropriate referrals as identified for further supports. The Youth Worker will be required to work within the provisions of the *Children Youth and Families Act 2005 (Vic) and be guided by* The Best Interests Case Practice Model (DHHS) and practice within a Trauma Informed Framework. |

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| **Duties and Responsibilities** |
| **Family Violence** | * Understands the overall impact of trauma and abuse on women, children and young people.
* Demonstrates knowledge of family violence including context, principles, philosophies, policies and legislation.
* Understands and applies family violence and trauma models, approaches, theories and practice when dealing with women, children and young people.
* Uses MARAM risk assessment tools to assess levels of risk, harm and wellbeing, including imminent risk.
* Respects client confidentiality and understands how to collect, record and share

information in line with the Family Violence Information Sharing Scheme* Respects diversity and works in a culturally sensitive manner.
* Participates in community education by providing and disseminating information and increasing the awareness of the impact of family violence on our community to other agencies, community groups etc.
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| **Coordination** | * Identifies, assesses and prioritises risk and needs of women, children and young people experiencing family violence.
* Recognises and identifies interrelated issues and needs and how they impact on the presenting needs.
* Manages time and responsibilities and is able to work autonomously.
* Adjusts work priorities to address urgent matters.
* Makes sound timely decisions to enable effective service delivery.
* Is proactive and self- motivated and able to achieve key outcomes to required timeframes.
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| **Client Service Delivery** | * Educates and assists clients regarding their rights, responsibilities, including participation and empowerment strategies.
* Establishes and maintains appropriate boundaries.
* Works effectively with clients with complex needs.
* Liaises and networks effectively with key internal and external stakeholders.
* Demonstrates knowledge of exit planning and identifies ongoing supports for clients.
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| **Communication** | * Recognises and respects differences in culture, style and viewpoint.
* Reflects and promotes expected standards of behaviour and codes of conduct.
* Communicates in an empathetic, clear and non-judgemental manner.
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| **Continuous Quality Improvement** | * Commits to working in a continuous improvement environment.
* Reflects on practice.
* Participates in reviews of policies, programs and service delivery.
* Identifies opportunities for improvement and acts to implement improvements.
* Contributes to evidence based practice.
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| **Agency Participation** | * Participates in regular supervision, review and individual planning, including the identification of training needs, provided by Line Management.
* Participates and operates effectively within a team environment and attends and contributes to team meetings and Agency staff meetings.
* Maintains requirements for the release of information between services and keeps accurate records as required by the Information Privacy Act and other acts relating to information sharing. Maintain requirements in line with Legislation relating to information sharing for the FVISS & CISS as related to the MARAM framework.
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| **Administration** | * Completes, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants.
* Maintains case files for all program participants.
* Completes reporting on a weekly/monthly basis or as requested.
* Performs other duties relevant to Quantum’s Support Services' daily operations as directed by the Practice Leader and Stream Manager Family Violence.
* Records client information accurately and objectively within required timeframes
* Maintains client records/files in line with Agency and legislative requirements.
* Uses technology and software applications effectively in accordance with task requirements.
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| **General** | * Performs other duties relevant to Quantum Support Services' daily operations as directed by the Practice Leader and Stream Manager Family Violence.
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| **Health and Safety** | * Promotes a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures.
* Give consideration to and recommend reasonable wellbeing initiatives that could benefit Quantum Staff.
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| **Key Selection Criteria** |
|  | **Service Delivery*** Ability to identify and assess family violence risk; to complete safety planning and prioritise safety of women and children and young person’s using the MARAM framework and to implement case management frameworks.
* Demonstrated experience in working in crisis response initial assessment, including the ability to remain calm, positive and task focused.
* An understanding of intersectional feminist philosophy.
* An understanding of the social and political issues impacting women and children experiencing family violence and young people using violence in the home.
* An understanding of the key legislative, policy, practice and theoretical frameworks.
* Demonstrated skills and experience in engaging young people who have been impacted by family violence and are using violence in the home.
* Demonstrated understanding of and experience in using relevant software and devices.
* Strong written and verbal communication skills.

**General** 1. Excellent literacy and computer skills.
2. Ability to work with minimal direction and supervision.
3. Excellent time management skills.
4. Enthusiasm, energy and interpersonal skills.
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| **Mandatory Qualifications** |  |
|  | * Minimum Diploma of Community Services or tertiary qualification in Social Work/Social Sciences or other field relevant to the role.
* Completed application must include a detailed Cover Letter (aligning your response to the Key Selection Criteria) and a current resume that contains or has attached, the name, address and telephone numbers of three referees.
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| **Desired** | * Experience working in the family violence sector/experience working children and youth.
* Understanding of local service system and referral pathways.
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| **Conditions of Employment** |
| **Required** | * Current Working with Children Check (full not voluntary)
* Current National Police Check (with no findings) prior to commencing employment and every 3 years thereafter.
* Compliance with Quantum’s Child Safe Standards
* The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation.
* The successful applicant must confirm their acceptance of the Offer of Employment from Quantum Support Services Inc. via the People Learning & Culture Portal.
* The successful applicant is required to comply with the policies of Quantum Support Services Inc.
* This position is subject to an annual Review.
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