



Position Description

Position title:	Youth Worker	Reports to:	Team Leader
Program / Department:	Flexible Learning Options	Primary work location/s:	Salisbury
Direct reports:	Nil	Key stakeholders:	Department for Education FLO Management and Team FLO Clients
Award:	SCHADS	Classification:	Level 3

Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State's most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

Our values

<p>Integrity</p> <p>Ensuring personal and corporate transparency and the highest ethical standards.</p>	<p>Compassion</p> <p>Treating people and communities with empathy, dignity and fairness.</p>	<p>Empowerment</p> <p>Releasing individual strengths that promote personal and community transformation.</p>	<p>Innovation</p> <p>Fostering a culture of continuous improvement, staff engagement and improved client outcomes.</p>
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About the role

Flexible Learning Options (FLO) is a fee for service program funded by the Department for Education. This enrolment strategy is for young people aged 13-17 who have low attendance to mainstream school and require additional supports to achieve their SACE. The program aims to provide flexible learning which promotes client's strengths, goals in a tailored environment.

The Youth Worker, Flexible Learning Options (FLO) provides generalist case management support for up to 25 Young People who require a flexible approach to engaging in education, whilst supporting them to achieve their SACE.

Role responsibilities

Client Centred Case Management

- Deliver high-quality, client focused, safe and culturally appropriate services that meet all legislative and contract requirements.
- Manage a caseload of up to 25 Young People, conducting weekly case management meetings with clear documentation in Alayacare and facilitating group activities with a focus on wellbeing and community.
- Track, report, and escalate issues of non-attendance with parents, guardians, carers, and host schools as needed; escalate complex behaviours to the Team Leader.
- Complete Department for Education reporting, including attendance and progress reviews, and conduct timely risk assessments with Team Leader input for high-risk cases.
- Support Team Leader with client reviews, home visits and develop and seek approval for Client Assessments and Care Plans.
- Maintain accurate client records and reports, and foster strong relationships with families, carers, and community stakeholders.
- Attend ongoing training to stay updated on working knowledge and requirements, and collaborate with external agencies, networks, and the Department for Education for service implementation.

Team Collaboration

- Participate and provide meaningful contributions in 1:1 supervisions, group supervisions, fish bowls and other meetings and forums.
- Role model behaviours consistent with a team culture of continuous improvement, knowledge sharing, resilience, communication and collaboration.

Administration and Reporting

- Adhere to all reporting, documentation, and administrative requirements regarding changes in clients' achievements, goals, needs, self-care, and behaviour, ensuring detailed and accurate records for client-centred decision-making.
- Engage in continuous quality improvement by providing and responding to feedback, embracing change, and actively participating in improvement activities.
- Implement Department for Education incident reporting and Baptist Care SA's reporting and escalation processes, including completing mandated notifications and critical incident reporting, escalating to the Team Leader when necessary.

Quality and continuous improvement

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- Comply with relevant legislation.
- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.

Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member, you must:

- Take reasonable care for your own and others' health and safety within the workplace.

- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others.
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace.
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and
- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders.

About you

The qualifications you bring

- VET Certificate IV or Diploma of Youth Work or Youth Justice.

The experience you bring

- Evidence of case management experience of more than 1 year.
- Evidence of experience of minimum 1 year of working with young people in a learning environment or similar.

The competencies (knowledge, skills and behaviours) you bring

- Understanding of the impact of trauma, neglect, and abuse. Ability to identify, eliminate and mitigate dysregulated behaviours using trauma informed practice.
- Ability to work with others, families, young people, and stakeholders within the Department of Education systems.
- Demonstration of clear and effective communication skills, including written and verbal.
- Demonstration of knowledge of the importance of the families and communities of care play in a Young Persons development.
- Ability to work with others with Culturally Linguistically Diverse (CALD) Backgrounds.
- Ability to understand and support the team's knowledge and understanding of culturally responsive practices.
- Skills and abilities in digital case noting and use of other relevant software.

Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/ WWCC
- National Police Clearance as per the Background Screening Check Policy
- Training – Child Safe Environments (SECYP)
- Training – Responding to Risks of Harm, Abuse and Neglect – Education and Care (RAHAN EC)
- Training – Apply First Aid (min HLTAID012)
- Ability and willingness to travel within South Australia as required.
- A valid full South Australian drivers' license (C Class)

Desired Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity, and inclusion.
- Previous experience in public speaking/group management.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: _____ Date: _____

Employee name: _____

Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	Manager, P&C	Version:	1
Effective Date:	November 2024	Review Date	November 2025