

Position Description

Title:	Youth Support Worker	Reports to:	Team Leader
Programme:	Pathways to Home - Youth Homelessness	Location:	Southern Metropolitan
Direct Reports:	Nil	Key Stakeholders:	Clients Youth Accommodation Staff
Award:	SCHADS	Classification:	Crisis Accommodation (CA) Employee, Level 1

About Baptist Care SA

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.

In 2020, The South Australian Housing Authority (SAHA) announced significant reforms within the homelessness sector. In response to these reforms, the Toward Home Alliance was formed comprising of Aboriginal Community Services, Baptist Care SA, Lutheran Care, Mission Australian, Sonder, and The Salvation Army.

Guided by a united vision of Ending Homelessness through services which are bold and transformative, the Toward Home Alliance is committed to ensuring:

- The 'Lived Experience' which guides and informs all that we do,
- Collaborative Person led service,
- Working towards ensuring the experience of homelessness as short and non-reoccurring,
- Culturally appropriate,
- Accessible and responsive,
- Integration of service delivery and supports,
- Professional and quality service provision,
- Continual evaluation and review, ensuring Continuous Quality Improvement and
- A committed workforce who share the vision of the Toward Home Alliance

Toward Home Alliance in collaboration with the South Australian Housing Authority (SAHA) has identified a need for transformational change in the way services support people affected by homelessness and have adopted an Alliance model to deliver a 'whole system' approach to achieving the objective of ending homelessness and recognises that every position within the Toward Home Alliance has a vital role to play in eliminating homelessness.

About the role

The primary role of the Residential Youth Support Worker is to contribute to the day to day running of a residential facility and to support and empower vulnerable and at risk youth.

The focus of the Support Worker is to provide support to clients. This would include promoting young people's independence, supporting living skills development and ensuring an environment which is welcoming, friendly and inclusive. The role also includes personal support and advocacy.

The Support Worker forms healthy and supportive relationships and role-models skills to assist young people to achieve the goals in accordance with their Care Plans and Program Objectives.

Baptist Care SA is committed to caring and nurturing young people through the application of trauma informed care.

Key Result Areas and responsibilities

1. Ensure a safe and secure environment for vulnerable children and young people supported by Baptist Care SA

- Ensure that all daily tasks are completed.
- Ensure that the house is welcoming and home-like for young people. Ensure that house safety precautions are followed and adhered to at all times.
- Ensure that client confidentiality is maintained at all times through the use of appropriate information management.
- Maintain a continuous improvement and learning approach to cultural fitness and skills development in supporting clients from marginalised groups such as Aboriginal and Torres Strait Islander Peoples. Culturally and Linguistically Diverse clients, LGBTQIA+ communities, and others.

2. Work effectively in a team environment

- Actively contribute to the team by promoting a positive team culture which is values aligned and client centred.
- Actively participate in supervision, team meetings, training and the development of the service.
- Take ownership of the role within the team to ensure a high quality, safe and effective youth crisis accommodation service by maintaining knowledge of operational requirements and instructions.

3. Administration tasks

- Accurate and appropriate use of logbooks as directed and required to ensure comprehensive and accurate documentation.
- Ensure specific emergency documentation is used appropriately and as directed.
- Perform regular and up to date handovers at the conclusion of all shifts and whenever there is a shift change.
- Ensure use of email to ensure all relevant staff are updated on significant events, or information that is relevant or vital to service delivery.

4. Ensure a client focussed service is provided

- Provide youth focussed, proactive and engaging service, which is open to regular feedback from young people. Demonstrate a capacity to balance the holistic needs of young people and the residential environment. Ensure that client case plans are understood and followed.
- Teach and promote independent living skills with clients.
- Demonstrate an understanding of, and effectively apply, Baptist Care SA's Practice Framework (Tapa marnini-apinithi) and Practice Standards including:

<ul style="list-style-type: none"> ○ Strength based practice ○ trauma informed care ○ holistic client centred practice ○ Cultural fitness <ul style="list-style-type: none"> ● Ensure that an appropriate level therapeutic intervention in conjunction with the client and their assessed needs and strengths is maintained as required ● Where appropriate, liaise with external agencies to ensure the safety and care of clients
<p>5. Capacity to manage own “Self-Care”</p> <ul style="list-style-type: none"> ● Recognise personal needs and limitations in regards to workplace and client trauma. ● Through self reflection, develop and identify biased and conditioned behaviour, assess capacity to respond and identify and respond to gaps in learning or skill. ● Engage in continuous learning and up-skilling. Liaise with manager regarding training and development needs. ● Engage in supervision with Team Leader on a regular basis.
<p>6. Work Health and Safety (WHS)</p> <p><i>Baptist Care SA is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. All roles within BCSA must:</i></p> <ul style="list-style-type: none"> ● 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.
<p>6. Know and apply Baptist Care SA policies and procedures</p> <ul style="list-style-type: none"> ● Ensure alignment to the Baptist Care SA mission 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

Qualifications

- Certificate 4 in Child, Youth and Family Interventions, Youth Work, Community Services, or related field.

Experience

- Previous experience in working with vulnerable and at-risk young people
- Demonstrated ability and experience to work within a team environment

Competencies (Knowledge, skills, and behaviours):

- Experience working with Aboriginal people and communities in the provision of support services
- Experience working with culturally and linguistically diverse people, LGBTQIA+ and communities and other marginalised groups in the provision of support services
- Ability to practice appropriate level therapeutic interventions
- Track record of successfully engaging with young people and building relationships

- Able to support living skills development of young people including cooking, relationship building, decision-making, personal hygiene and routines.
- Able to work in a team environment
- Understand Quality Assurance guidelines and compliancy criteria
- Computer Literate

Specific employment requirements

- A valid full South Australia driver's license (C Class)
- A current Apply First Aid Certificate (if applicable)
- National Police Clearance
- Evidence of current COVID 19 vaccinations including any booster requirements
- A valid Child-Related Employment Screening via Department of Human Services
- Child Safe Environments Certificate (or willingness to obtain)
- Willingness to undertake a DCP approved Psychological Suitability Assessment
- Ability to work across a 24hour 7 day a week roster
- Travel within South Australia

Desirable attributes

- Experience in a similar role.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply

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 & Culture
Approved by:	P&C Business Partner	Version:	2.0
Effective Date:	11/10/2022	Review Date:	11/10/2023