

Position title:	Youth Support Worker	Reports to:	Team Leader
Program / Department:	Pathways to Home – Youth Homelessness	Primary work location/s:	Edwardstown and Christies Beach
Direct reports:	NIL	Key stakeholders:	Clients Youth Accommodation Staff Toward Home Alliance
Award:	SCHADS	Classification:	Crisis Accommodation (CA) Level 1

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

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

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, Baptistcare SA, Lutheran Care, Mission Australia, Sonder, Aboriginal Family Support Services, Hutt St Centre 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.

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.

Role responsibilities

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.

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 group and 1:1 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.

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 and Teams to ensure all relevant staff are updated on significant events, or information that is relevant or vital to service delivery.

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:
 - Strength based practice.
 - trauma informed care
 - holistic client centred practice
 - Cultural fitness
- 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.

Capacity to manage own "Self-Care"

- 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 group and 1:1 supervision with Team Leader on a regular basis.

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

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

The experience you bring

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

The competencies (knowledge, skills and behaviours) you bring

- 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

Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/WWCC
- A current and valid National Police Clearance
- Training – Child Safe Environments
- Ability and willingness to travel within South Australia as required.
- Ability to work across a 24/7 roster.
- A valid full South Australian drivers' license (C Class)
- Willingness to undertake a DCP approved Psychological Suitability Assessment

Desired Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity, and inclusion.
- 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:	P&C Business Partner	Version:	3
Effective Date:	January 2024	Review Date	January 2025