



POSITION DESCRIPTION

Title of Role:	Youth AOD Outreach Worker	Classification Level:	SCHADS 5
Business Unit:	AOD Outreach	Type of Appointment:	Fixed term- June 30 2023. Fulltime
Division:	Operations	Position Number:	
Award Type	SCHCADS		

YSAS Vision

A community where all young people are valued included and have every opportunity to thrive.

YSAS Purpose

To enable young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

YSAS Values

Honesty	We are impartial and authentic in our practice and in how we relate to colleagues within and outside of our organisation.
Empowerment	We create a positive environment for staff and young people to make valuable contributions.
Accountability	We set high standards and we are answerable for our decisions and actions.
Respect	We respect the rights of others and treat others as we would like to be treated.

Child Safety

YSAS is a Child Safe organisation. We actively promote the safety and wellbeing of young people, and are committed to protecting young people from harm or abuse who come into contact with and/or access our service. Applicants must undergo rigorous screening and recruitment processes, including providing evidence of current WWCC and National Police Check prior to commencing employment.

Position Purpose

As a member of a multidisciplinary team, the Youth AOD Outreach Worker provides direct service activities, crisis intervention, assessment, case work / case management services and ongoing support to minimise the harm of alcohol and drug use to the young person. Youth AOD Outreach Workers are required to work independently across a range of life areas with support from the team and supervisor.

Reporting Relationships

This role reports into YSAS Frankston AOD Team Leader.

This role has as direct reports:

- Nil

Key Relationships/Interactions

The primary stakeholders that this role will interact with are:

- Department of Health and Human Service – Child Protection
- Department of Justice & Community Safety – Youth Justice and Corrections
- FaMDAS – Adult and Youth
- headspace Frankston
- ACSO
- other specific youth services

Key Challenges

Incumbents in this role must:

- Direct service activities, referral networks and pathways, administration, program development, compliance and professional conduct. As part of the role the Youth AOD Outreach Worker will form co-operative and collaborative relationships with other service providers to avoid duplication of services and maximise the use of available resources.

Special Conditions

Prior to commencement of employment incumbent must provide YSAS assurance of their:

- Working with Children's Check (WWCC).
- Satisfactory National Police Check (NPC).
- Any relevant required professional registrations (e.g. AHPRA, CPA, etc)
- Driver's licence.
- Copies of all relevant qualifications.
- Evidence for COVID-19 vaccinations in line with current Victorian Government requirements

Other relevant role information

- It is preferable that incumbents in this role have a current First Aid Certificate (level 2) – this may be completed during incumbent's probation.
- Some out of hours work may be required.
- The incumbent of this role may be required to work at various different YSAS sites depending on YSAS operational requirements.

YSAS Conditions

All YSAS employees are required to work in accordance with including but not limited to:

- Occupational Health and Safety Act 2004 (Victoria)
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Fair Work Act (2009)
- Relevant Awards, Enterprise Agreement
- Duty to maintain privacy and confidentiality
- Smoke Free Workplace
- Code of Conduct
- Child Safety best practice
- Other YSAS policies and procedures, which may be amended from time to time.

Responsibilities

This position description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Youth AOD Outreach Worker is responsible for:

Key Responsibilities	Major Responsibilities	Performance Indicator/Measurement
Quality Service Provision	<ul style="list-style-type: none"> • Monitor the health and wellbeing of young people. • Provision of support and information to young people about drugs and alcohol which is consistent with a harm minimisation perspective. • Facilitate the development of basic life skills for young people. • Facilitate a range of responses that meet the young persons assessed needs, such as accommodation, health, food and safety, education, employment and social activities. • Support and encourage young people to develop links with other services and/or communities. • Model appropriate behaviour and facilitate positive communication between young people. • As required advocate on behalf of young people. • Facilitate groups for young people as required. • Other duties as may be reasonably directed by the Manager from time to time, and which are consistent with your position. 	<ul style="list-style-type: none"> • Manage as caseload between 14 – 16 young people; • Provide support to young people with substance use issues within a harm minimization framework. • Support young people to improve links with communities and other services. • Promote a safe and friendly environment in order to facilitate the communication between young people. • Ensure accurate recording of case notes and reports within organisational timelines and procedures; • Develop referral processes and manage referrals to other services.
Referral Networks and Pathways	<ul style="list-style-type: none"> • Provide referral and links to a range of youth services including primary health, housing, legal, justice, employment/educational and recreational services. • Develop and establish collaborative relationships with key stakeholders to enhance service co-ordination. • Provide secondary consultation to internal and external services. 	<ul style="list-style-type: none"> • Develop collaborative partnerships with relevant stakeholders. • Develop and maintain formal/informal networks in order to maintain positive relationships. • Develop an understanding of YSAS practice frameworks.

	<ul style="list-style-type: none"> • Articulate YSAS relationships based approach with relevant stakeholders. • Attendance at regular stakeholder meetings as required. 	
Administration	<ul style="list-style-type: none"> • Administration, data recording and financial accountability. • Prepare client related reports as required. • Adhere to petty cash procedures. • Participate in regular supervision with Team Leader/Manager. • Ensure relevant client files are up-to-date, accurate and meet both organizational and legislative requirements. • Ensure OHS issues are recognized and acted upon. 	<ul style="list-style-type: none"> • Complete administrative tasks, meetings and organizational procedures as required. • Complete reports as specified by the management team. • Answer phones, emails, messages and where applicable respond to presenting need of caller.
Program Development and Evaluation	<ul style="list-style-type: none"> • Contribute to continuous quality improvement in relation to service delivery. • Developing linkages with referral services. • Participation in evaluation and ongoing monitoring of the program. • Include young people in the evaluation of the service where appropriate. • Collaborate with other support services and community based activities to integrate support and provide optimal service provision. 	<ul style="list-style-type: none"> • Ensure quality improvement is adhered with YSAS' procedures. • Ensure effective service is delivered and referral pathways are specific to the specific group.
Continuous Improvement	<ul style="list-style-type: none"> • Contribute to continuous quality improvement in relation to service delivery or business support services and systems. • Developing linkages with referral services. • Participation in evaluation and ongoing monitoring of the programs, services, and systems. • Include clients in the evaluation of the service where appropriate. 	<ul style="list-style-type: none"> • Ensure all work complies of the relevant legislation/ regulations, YSAS' policies and procedures • Ensure confidentiality of documentation is maintained

	<ul style="list-style-type: none"> Collaborate with other support services and community based activities to integrate support and provide optimal service provision. 	
--	--	--

Qualifications, Skills, Knowledge and Experience relevant to the role

Education	<ul style="list-style-type: none"> Relevant qualifications in Youth Work, Social Work, Community Services or other health related qualifications (i.e. Social Work, Youth Work, Family Studies, etc.) and/or extensive experience in the field. A current First Aid (Level 2) certificate is desirable.
Experience	<ul style="list-style-type: none"> Demonstrated experience (min 2 years) in youth work practice, working with young people and their families presenting with a range of complex support needs (substance use, mental health, family breakdown, homelessness, family violence and school disengagement) providing support ranging from advocacy, therapeutic case management and group work. Understanding of adolescent development and ability to practice a wide range of interventions including; conducting complex assessments, care planning, case work, family work, outreach and care coordination. Experience providing specialist youth AOD services including; youth AOD counselling and outreach support utilising a range of therapeutic techniques with a focus on harm reduction, relapse prevention and drug education.
Knowledge and Skills	<ul style="list-style-type: none"> Knowledge of and understanding of the key issues facing young people. Well organised but able to flex and manage competing priorities and deadlines. Excellent written and oral communication skills, as well as highly developed interpersonal, coaching, and consultative skills. Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions. Good judgment, able to influence senior managers and seen as a credible source of advice.
Personal qualities	<ul style="list-style-type: none"> A team player, able to work in a collaborative way. Has tact, sensitivity and diplomacy, ability to think on feet and act proactively with discretion. Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation. Commitment to YSAS' values and a working style that reflects these

Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Youth AOD Outreach Worker. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. These behaviours have been drawn from a larger number of relevant behaviours in YSAS's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the role.

Category	Level	Behaviours
Strategic Direction	Foundational	<ul style="list-style-type: none"> • Understands Strategic Direction • Knows how own work contributes to YSAS' goal • Recognises how own work impacts on others • Asks questions to understand impact on others • Contributes to business planning • Is flexible to changing priorities • Is open to change and new approaches
Achieves results	Operational/ Foundational	<ul style="list-style-type: none"> • Ensures expectations and instructions from manager/supervisor are understood • Keeps manager/supervisors informed of progress • Monitors progress towards the achievement of goals • Delivers results by agreed timeframes • Pays attentions to details to ensure accurate/quality results • Prioritises workload effectively and negotiates deadlines where appropriate • Ensure solutions are practical and achievable • Prioritises workload effectively and negotiates deadlines where appropriate
Business Excellence	Foundational	<ul style="list-style-type: none"> • Participates in the bi-annual YSAS Performance Review and Development Process • Openly raises issues with manager • Seeks guidance/advice from others where necessary • Responds positively to constructive feedback • Actively participates in all necessary training • Looks for ways to improve work practices
Working Relationships	Foundational	<ul style="list-style-type: none"> • Seeks input from relevant stakeholders/professionals • Ensures others are kept informed of progress and issues • Actively participates in team work and group activities • Works cooperatively with others • Listens attentively to others
Personal Drive and Professionalism	Foundational	<ul style="list-style-type: none"> • Understands and applies at YSAS Code of Conduct and any applicable Codes of Ethics for their profession • Maintains strict confidentiality of information seen • Takes responsibility for mistakes • Actively participates in identifies training requirements • Follows safe practices in the workplace

Selection Criteria for Appointment into Role

1. Experience in working with young people and their families presenting with a range of complex support needs (substance use, mental health, family breakdown, homelessness, family violence and school disengagement) providing support ranging from advocacy, therapeutic case management and group work.
2. Highly developed skills providing specialist youth AOD services including; youth AOD counselling and outreach support utilising a range of therapeutic techniques with a focus on harm reduction, relapse prevention and drug education.
3. Demonstrated understanding of adolescent development and an ability to practice a wide range of interventions including; conducting complex assessments, care planning, case work, family work, outreach and care coordination.
4. Highly developed engagement and communication skills with young people and their families from a range of diverse backgrounds (CALD, LGBTQIA+, Neurodiverse) and age groups, including the ability to model appropriate behaviours and motivate young people;
5. Demonstrated experience of participation in co-operative and collaborative work practices with other service providers (Youth Justice, Police, Child Protection, Out of Home Care Providers), including well developed liaison and networking skills;
6. Demonstrated skills in written communication, including report writing, case notes and data recording.

Incumbent Statement

I accept the PD as acknowledged above and understand that the PD will be reviewed as required. I also understand that the PD may need to be amended occasionally due to variations in responsibilities and organisational requirements. Changes to the PD will be consistent with the purpose for which the position was established.

Acknowledged by occupant	(Print name)	(Signature)	/ /
Acknowledged by line manager	(Print name)	(Signature & title)	/ /

Job and Person Specification Approval

...../...../..... DELEGATE (GM or Chief)