

## Position Description

### Youth Support Services Worker

Primary Care Connect is a local, not-for-profit organisation who has proudly supported our community for over 30 years. Operating under the social model of health, we offer inclusive community health care services of the highest quality. We work collaboratively with our clients and other services to best support the health and wellbeing needs of all people. We pride ourselves on providing trauma informed, person centred and consumer driven care that allows people to take control of their lives and bring about meaningful change.

Visit our website [www.primarycareconnect.com.au](http://www.primarycareconnect.com.au) for our organisations vision, journey and strategic direction.

**Award:** *Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022.*

**Classification:** Level 4

**Probation Period:** *Six-months from start of employment*

**Documentation:** *All positions will require a National Police Check, Valid Victoria Working with Children Check, proof of valid qualification credentials prior to commencing employment.*

---

### Primary Care Connect Vision

Everyone in our community is connected, supported and empowered to lead safe, healthy and happy lives.

---

### Primary Care Connect Values

It is a requirement of all positions that all work will be undertaken in line with Primary Care Connect values as follows:

- Individuality: We recognise everyone is unique and we strive to understand and build on their strengths.
- Growth: There are many different paths to a solution, and we support people on their journey.
- Meaningful Connections: We bring our focus and skill to build meaningful connections.
- Community: Through equity and quality, we strive to improve the health and wellbeing of our community.

---

### Position Summary

The Youth Support Services (YSS) Worker provides early intervention for young people through timely and intensive case management support. The YSS Worker meets the needs of young people through case planning, goal setting, working collaboratively with external agencies, making referrals, and undertaking case reviews.

## Position Context

---

The YSS Worker provides services for young people aged 10-18 years who are:

- Not subject to Statutory Youth Justice Orders
- At risk of entering the youth justice system, including those already in the early stages of involvement to divert them away from the system and

The role aims to prevent further progression of young people who are at the early stages of involvement with the youth justice system by addressing the underlying reasons for offending behaviour.

The YSS Worker engages young people to understand and address the indicators of escalating behaviours such as prior police or court attendance, involvement with offending peer groups, engaging in high-risk behaviours such as self-harm, homelessness or risk of homelessness and family breakdowns.

## Key Performance Indicators

---

- 35 Episodes of Care per annum with each episode having at least one significant goal in line with the funding and service agreement
- Complete all documentation in line with service delivery handbook
- Meet 100% compliance for data collection and program evaluation
- Meet 100% reporting requirements in accordance with quality service provision
- Meet 100% compliance for meeting with direct line manager and team
- Conduct yourself in accordance with Primary Care Connects core values and behaviours
- This position when full time, requires a minimum of 1380 contact hours per annum. Part time role is adjusted accordingly.

## Position Key Responsibilities and Expected Outcomes

---

Working under general direction, the role performs duties of a specialised nature in the application of knowledge and skills gained through relevant qualifications and previous experience in the discipline, and is expected to contribute knowledge in establishing procedures, and exercise judgement where procedures are not clearly defined.

- Coordinated program intake and allocation of program referrals.
- Provide assessment, interventions, information and education to young people within community
- Undertake goal setting, case planning, service co-ordination and case review to ensure a flexible approach to meet the needs of the young person and their family
- Develop and maintain links with other youth specific service providers and schools
- Complete all client documentation in line with service delivery handbook

- Develop and maintain strong internal and external relationships to support effective client pathways and outcomes
- Apply the principles of the Social Model of Health, taking a holistic view of client and community needs
- Provide client centred, strength based, trauma informed and culturally safe services
- Collect and input data as per evaluation framework and plan
- Participate in program evaluations as directed by management
- Contribute to a cohesive and high functioning team environment
- Address any non-compliance from file audits by the nominated due date
- Attend monthly individual meetings with direct line manager.
- Respond to family violence at an intermediate level by using the Multi-Agency Risk Assessment and Management (MARAM) Framework to assess family violence risk, implement risk management strategies and refer victim survivors to services for family violence support.

## **Key Selection Criteria**

---

The following criteria must be met and addressed in applications for consideration for this position:

### **Essential**

- Qualification in youth work, health, welfare, community services or other relevant discipline
- Experience in assessment, case management, care planning and care coordination
- Proven ability to actively engage and connect with young people.
- Knowledge of health and welfare issues relevant to supporting young people, including an understanding of adolescent development
- Commitment to practicing within a harm minimisation framework
- Ability to self-manage a complex workload and meet prescribed timelines with the available resources.
- Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients and networks.
- Knowledge of the principles relating to Child Safe Standards, Equal Opportunity, confidentiality and duty of care
- Professional and personal alignment with Primary Care Connect core values.
- Current Victorian Driver's Licence
- Satisfactory National Police Record Check
- Current Working with Children's Check

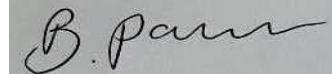
### **Desired**

- Previous experience in networking
- A knowledge of local services

## Position Approval

The details contained in this position description are an accurate statement of the scope, conditions, duties, responsibilities, and all other requirements of above titled position.

Approved By:



Executive Manager Name

**Executive Manager Title**

Approval Date: