Crime Prevention Youth & Family Outreach Worker

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| **REPORTING RELATIONSHIPS** |
| Reports to | Crime Prevention Partnership Manager & Whitelion Southern Program Manager |
| Hours/ Location | Full time (38 hours per week) Fixed term contract until 30 June 2019. The position will be based in Frankston however will require some travel, through working in an outreach capacity. Some weekends and after hours will also be required. |
| External stakeholders | Eternal networks and liaise with child protection, youth, health, education, employment, welfare, A&OD agencies, local Government, Police and other stakeholders where appropriate/relevant. |
| REMUNERATION |
| SCHADS AWARD 4, Employer superannuation contributions of 9.5% and generous Salary Packaging options are included in this role. Whitelion also provide three additional annual leave days during the Christmas break, reviewed annually by the Board. |
| **PURPOSE** |
| **Vision**We stand for: **The Courage to Choose a Better Future****About Whitelion** Established in 1999, Whitelion offers flexible, innovative and responsive youth programs to support ‘at risk’ young people aged 12-25. This includes working voluntarily with young people who may be involved with Youth Justice or have experiences of out of home care or homelessness. Our programs are designed to build resilience and empower young people to achieve and feel connected to their communities. **The Youth Crime Prevention Program** The Youth Crime Prevention Grants program is part of the Victorian Government’s response to youth offending, particularly recidivist offending, tacking the issue through the proven strategy of strengthening the ability of local communities intervening early and diverting young people from criminal behaviour. Whitelion will join a wider consortium of partners who will deliver the Crime Prevention Program pilot over two years in the LGA Frankston. |
| The Youth Crime Prevention Program is expected to achieve a reduction in offending behaviour and recidivism among project participants by: • decreasing known crime-related risk factors and increasing protective factors; • achieving sustained improvement in engagement in school, training and/or employment; and • increasing connectedness with the community. This is a dynamic role that provides intensive case work to young people as well as family based interventions. The role is to act as an “ADVOCATE” (key worker) to a small case load of young people and their families via establishing an individually tailored support plan to reduce risks related to offending behaviour and build resilience. Collaboration with initiatives led by consortium partners and other community stakeholders will help to drive the success of the model. Development and maintenance of external professional relationships and partnerships is key in order to negotiate outcomes for clients and their families in areas such as; Statutory Services, Education, Employment, Legal services, etc. Close collaboration and fostering an effective partnership with funded partners YSAS and Brotherhood of St Laurence is inherent in the role.**Responsibilities****Direct Service Activities*** Draw on practice experience and knowledge to provide advice and support to the Youth Crime Prevention team of ‘Advocates’
* Manage a small case load, providing intensive long term case work and service co-ordination (including intensive assertive outreach activities)
* Develop care plans that address presenting criminogenic risk factors and strengthen protective factors and provide therapeutic interventions to meet these needs
* Conduct comprehensive, holistic, family inclusive and strength based assessments which inform care plans that address presenting needs such as housing, health, safety, education, employment and social activities
* Support and encourage project participants to develop links with other services and/or communities, including comprehensive exit planning
* Facilitate family based interventions which promote stronger cohesion between young people and their families including facilitating family meetings as well as communication and problem solving skills training
* Provision of support and information to young people and their families about issues which are impacting on their wellbeing and which negatively impact on their ability to remain engaged in school, employment or other constructive activities
* Provide practical and useful crisis responses to young people and families where appropriate
* Advocate on behalf of young people, in particular with stakeholders within the justice sector
* Monitor the health and wellbeing of young people and provide or coordinate appropriate support responses if required
* Facilitate the development of basic life skills for young people
* Model appropriate behaviour and facilitate positive communication between young people, their families and other community services
* Provide culturally meaningful and effective service responses to young people, their peers and their families that is mindful of their unique cultural background and experience of life.
* Other duties as reasonably directed by the Manager from time to time, and which are consistent with your position

**Referral Networks and Pathways** * Develop and maintain referral networks and pathways with stakeholders (police, courts, legal services, family services, schools, education/ skills providers etc.)
* Develop and establish collaborative relationships with key stakeholders to enhance service co-ordination; this will include other initiatives and programs in the area such as the Victorian Government Empower Youth Program (Salvo Care), and others to be determined
* Demonstrate professional and ethical communication with all stakeholders
* Provide information and feedback to stakeholders about the activities of the program on a regular basis
* Articulate the Youth Crime Prevention model (i.e. resilience based case work) with relevant stakeholders
* Attendance at stakeholder meetings as required/directed

**Administration** * Assist in co-ordination of processes in relation to clinical governance and consortium arrangements including client allocation, community of support and partnership meetings.
* Ensure client files and data base are up-to-date, accurate and meet both organisational and legislative requirements
* Ensure incident reports are completed in a timely manner and meet organisational procedures;
* Prepare client related reports as required
* Adhere to petty cash and client brokerage procedures
* Participate in regular supervision with Manager

**Program Development** * Contribute to the development and maintenance of an innovative service delivery model for young people
* Comply with all evaluation requirements as directed by the Crime Statistics Agency (per the funding agreement)
* Contribute to continuous quality improvement in relation to service delivery
* Developing linkages with referral services
* Participation in evaluation and ongoing monitoring of the program
* Collaborate with other support services and community based activities to integrate support and provide optimal service provision
* Ensure incident reports are timely and meet organisational procedures and Departmental requirements.
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| **CAPABILITY FRAMEWORK** |
| **Personal Effectiveness** |
| Insight and growth | * Possesses a strong desire to learn about and experience new things
* Seeks feedback and responds appropriately
* Understands the impact of own emotions and behaviours
* Continually looking to develop own expertise
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| Resilience | * Is optimistic and positive
* Bounces back from difficult situations
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| Energy and drive | * Takes personal accountability for actions
* Works to the best of ability to exceed expectations
* Stays true to our values
* Keeps trying no matter what
* Never gives up on our young people
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| **Works with Others** |
| Collaborates | * Seeks the contribution of others
* Shares information
* Tries to understand perspectives, needs, feelings & values of others
* Communicates openly, honestly and with positive intent
* Makes others feel valued when they express a different view
* Remains open to a range of options and ideas
* Works with others to reach consensus
* Supports team decisions
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| Manages conflict | * Brings conflict into the open and deals with it appropriately
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| Develops others | * Views mistakes as opportunities to learn
* Provides constructive feedback
* Uses strength based coaching for development
* Empowers others to take risks & try new things
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| Inspires others | * Admits mistakes and takes responsibility for their outcome
* Advocates for young people
* Sets realistic goals and standards
* Promotes our purpose, values and strategy
* Builds trust through reliability and consistency
* Is unconditional in support of others
* Acknowledges positive performance of others
* Inspires others to be the best they can be
* Represents the organisation appropriately
* Stands up for what the organisation believes
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| Plans and organises resources | * Makes the hard decisions
* Breaks down barriers for others to be successful
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| Drives performance | * Role models positive behaviours
* Drives performance to achieve objectives & behaviours
* Celebrates effort & achievement
* Is brave enough to have the tough conversations
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| **Creates Organisational Impact** |
| Grows the organisation | * Thinks outside the square to continuously improve the organisation
* Calls on best practice research to inform actions
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| Leads others through change | * Embraces change
* Supports others through the impact of change
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Key Selection Criteria

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| **SKILLS AND EXPERIENCE** |
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| * 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.
* Further study in therapeutic interventions appropriate for young people at risk will be an advantage.
* Further study or extensive experience in family work approaches will be an advantage
* Experience in working with young people at risk and their families
* Previous extensive experience in Community and Youth not-for-profit organisations
* Experience of working with young people in the criminal justice system
* Well organised but able to flex and manage competing priorities and deadlines
* Excellent written and oral communication skills, as well as highly developed interpersonal skills
* Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions
* Good judgment, able to influence others and seen as a credible source of advice
* A team player, able to work in a collaborative way
* Supreme 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 Whitelion’s values and a working style that reflects these throughout
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