Youth Outreach Worker

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| **REPORTING RELATIONSHIPS** | |
| Reports to | Program Manager, Whitelion. |
| Hours | 38 hours per week (1 EFT) |
| Direct reports | N/A |
| 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. |
| **FUNDAMENTALS** | |
| Work Environment  Located in Frankston, working across South East Suburbs | |
| REMUNERATION | |
| Salary range is $53,925.04 - $57,106.40 plus employer superannuation contributions of 9.5%. Salary packaging, including packaging a fully maintained vehicle and meal benefits apply. Whitelion also provide three additional annual leave days during the Christmas break, reviewed annually by Board. | |
| **PURPOSE** | |
| **Vision**  We stand for: **The Courage to Choose a Better Future**  **Key purpose of position**   * To provide case management and support to young people ‘at risk’ and/or marginalised. * To provide outreach services to the target group in their own environment, to improve their access to services and support initiatives, early intervention and prevention strategies and links to broader health, welfare, education, employment and alcohol and other drugs (A&OD) service systems.   **Organisational responsibilities**   * Liaising on a regular basis with the Program Manager, alerting him/her to any potential issues that may impact upon the delivery of service. * Assisting in the on-going development and implementation of Whitelion’s policies and procedures. * Maintaining confidentiality in relation to young people, their families, staff and organisational matters. * To attend and positively contribute to team meetings; to participate in Whitelion meetings as required or meetings identified relevant to the agency. * Promoting and positively representing Whitelion in interaction with the public. | |
| **Responsibilities**   * Engage with target group, assess need, develop and implement case management plan for individual clients, and provide ongoing support. * Specific focus for the role on assisting young people currently at risk of, or experiencing homelessness. * Supporting young people with budgeting needs and life skills as well as helping them to identify education and employment pathways with the objective of moving towards a healthier, safer and positive lifestyle. * Ensure project meets funding & service agreements & OFA/ Whitelion expectations. * Ensure data and service reporting requirements are met. * To be actively involved in local networks. * To establish key relationships in the sector/community. * To represent Whitelion positively in the region. * Make street outreach contact with at risk and/or street frequenting young people and provide individualised assistance to Whitelion’ s target group within the designated operational area. * Compile regular activity reports and keep statistics and other client information as required/directed. * Proactively link young person/target group to service systems relevant to their needs. * Encourage maximum client participation in the management of support and case planning. * Positively contribute to the case planning meetings and participate in meetings as required or meetings identified relevant to the target group. * Other relevant duties as required.   **Networking and referrals**   * Work closely with the Program Manager and other service providers across the municipality/region to ensure young people have access to the broad range of youth, health, legal, welfare, A&OD and community services. * Network and liaise with child protection, youth, health, education, employment, welfare, A&OD agencies, local Government, Police and other stakeholders where appropriate/relevant. * Provide referral and advocacy for young people/target group to other services. * Participate in local community networks and meetings. | |

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| **VALUES** |
| The Youth Outreach Worker role has a major influence on the development of the organisation culture that is based on being:  **Real, Committed, Innovative, Passionate, Courageous, Professional & Collaborative** |

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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 |
| Resilience | * Is optimistic and positive * Bounces back from difficult situations |
| 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 |
| **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 |
| Manages conflict | * Brings conflict into the open and deals with it appropriately |
| 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 |
| 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 |
| Plans and organises resources | * Makes the hard decisions * Breaks down barriers for others to be successful |
| 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 |
| Leads others through change | * Embraces change * Supports others through the impact of change |

Key Selection Criteria

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| **SKILLS AND EXPERIENCE** |
| 1. Relevant tertiary qualifications and/or demonstrated experience in this area and in related fields. 2. An understanding the support needs of young people experiencing homelessness and/or family breakdown. 3. Experience in family mediation would be an advantage. 4. Experience and knowledge in case management and assessment with emphasis on family, individual functioning and adolescent development. 5. Experienced in advising young people on budgeting needs, life skills as well as helping them to identify education and employment pathways. 6. Ability to identify service gaps and develop appropriate responses. 7. Ability to maintain and establish new networks. 8. Ability to work in partnership with young people, families, services, government agencies and the community. 9. Ability to manage administration duties on Whitelion’s data base as required and submit relevant reports within the timeframe provided. 10. Hold a current Victorian driver’s licence and be prepared to drive. 11. Hold (or obtain) a current Working with Children Check for employees, and undergo a Victoria Police check. |