

## Regional Youth Support Services Position Description

### Case Worker (IJP Team) – Full Time (38 hours per week)

#### SCHADS Award Level 4

RYSS takes great pride in delivering support with compassion, initiative, the highest respect for human rights and social justice. All support and client engagement at RYSS embraces a Strengths-based approach when addressing and meeting the needs and goals of young people. Our Vision is to provide opportunities for young people on the Central Coast to be better equipped to meet life's challenges.

### Regional Youth Support Services, Inc ('RYSS') Summary

For 30 years, RYSS has been a point of access on the Central Coast for high quality services and facilities specifically tailored for young people. In that time, RYSS has grown as a community based, non-government organisation to be the largest locally based provider of youth specific services in the region - today delivering a range of youth work support, information, advice, and referrals, case work, advocacy, youth specific disability services, as well as programs, events, and activities that support and encourage young people as they develop their skills and abilities in living independently on the Central Coast.

RYSS maintains a close-knit, focused, professional, and supportive team of Case Managers, Support Workers, Arts Practitioners, and Specialist Intervention staff, to foster and further develop social, financial, and education networks with young people, in order to build capacity, engage the support of referral services and specialised skills programs and facilities in order to best meet the individual needs and personal goals of young people across The Coast.

RYSS provides a shopfront service centrally located in the heart of the Gosford CBD, among over half a dozen other Youth Services including ET College, the Aftercare Resource Centre, Post-School Options, and VERTO Employment. From this Shopfront service, RYSS delivers Early Intervention support, a range of Arts Programming, the Indigenous Justice Case Management Program, Skills-Based Group programs, Transitional Supported Accommodation, and Disability Support, as a registered Disability Support Provider under the NDIS. RYSS provides these supports across the entire Central Coast, supporting young people in their homes, schools, and in their communities.

### Core Values

**Potential** – Recognise, nurture and develop creative potential

**Inclusion** – Accept and embrace diversity and inclusion, through service delivery and community action

**Community** – Promote participation of young people in their communities, through partnerships and advocacy

**Excellence** – Aim to provide centres of excellence in all aspects of services through professional, ethical and respectful practice

**Empowerment** – Encourage self-determination by exploring options, challenging obstacles, promoting independence, and supporting informed choices. We foster self-confidence and innovation

## Outcomes

RYSS delivers support to young people in line with the principles identified under the Federally Funded Indigenous Justice Program. These principles form the basis for RYSS KPI measures.

### All provision of support:

- Promotes the Rights of the Individual
- Encourages Community and Cultural Participation and inclusion, and strives to develop the individuals community networks and support mechanisms that foster independence
- Encourages young people to be directly involved in setting goals that align with their own personal needs, to ensure a person-centred approach to support
- Articulates the RYSS feedback mechanism, to ensure young people have consistent and simple access to engage in the design and delivery of their own supports. This access extends also to the inclusion of information about services external to RYSS, that may be accessed by the individual.

### At all times, RYSS support ensures that:

- Children and Young People are safe from harm and injury
- Children, Young People and their families have access to appropriate and responsive services if needed

## Responsibility

Case Worker (IJP) - reports to the 'Team Leader IJP' who in turn is accountable to the Operations Manager (OM). Rostering is arranged directly with the team leader (authorised by OM).

There are no roles that report to this position.

## The Role – Case Worker, Indigenous Justice Program ('IJP')

The Indigenous Justice Program (IJP) provides housing and intensive casework to Indigenous young men between 16 and 18 years of age leaving detention of the Frank Baxter Detention Centre at Kariong. The program also targets Indigenous young women and men from the NSW Central Coast on Juvenile Justice Orders to reduce their risk of further reoffending and reincarceration. The service is voluntary, flexible, and tailored to meet the individual and cultural needs of the young people. A high focus of the program is living skills and accommodation support. This program targets young Indigenous people at risk of offending and provides case management services to reduce the risks with young people disengaged, or at risk of disengagement from their community.

IJP is funded by the Australian Government Department of the Prime Minister and Cabinet and is based on close working relationships between Juvenile Justice, Pacific Link (community housing provider), and RYSS. While participation in the IJP program is voluntary, the young

people accessing the service may be referred directly by the Baxter Centre, Juvenile Justice (whose supervision they are mandated to receive) or other referral agencies.

## **Expectations of the position – Summary**

As directed by the Team Leader – IJP, plan and undertake supports in accordance with the clients identified goals and case management plan. This may include:

- Information and referral services
- Support young people accommodated within the IJP Housing Support Program (up to 6 young men per year)
- Living skills development program (group based or individually)
- To deliver culturally appropriate casework services ensuring they remain in line with agency policies and procedures, and support the program outcomes as outlined in the appropriate service models and funding agreement.
- To undertake direct casework with young people in the Indigenous Justice Program. This case work will be collaborative and culturally supportive. This may be undertaken both in custody (pre-release) and in the community (post release).
- Support young people to transition in to, and out of, the program
- Community connection support with Aboriginal agencies and communities.
- Prevention activities and services for Aboriginal young people 'at risk' of offending.
- Assist in the delivery and facilitation of workshops, programs, and support groups to young people and young families
- Perform any other duties required under the provision of the IJP program, as delegated by the IJP Team Leader and in turn by the Operations Manager.

## **Expectations of the position - Skills**

- IT – Typing ability, knowledge of Microsoft Office, web based applications, and social media.
- Communication – Ability to communicate in an effective and efficient manner both written and verbally, to ensure the message being conveyed is understood by the intended audience.
- Active Listening — Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and ensuring interpretation is correct.
- Organising, Planning, and Prioritising Work — Developing specific goals and plans to prioritise, organise, and accomplish work.
- Conflict resolution, mediation and Negotiation — Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.

**Expectations of the position - Skills – Continued...**

- Decision Making and Problem Solving — Be able to research and analyse information and evaluate options to choose the best, most appropriate solution to solve problems.
- Critical Thinking — Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Documentation and Recording of Information — Entering, transcribing, recording, storing, or maintaining information in written or electronic form.
- Monitoring — To be able to monitor, evaluate and assess the performance of self, programs, others and organisations, to be able to suggest improvements.
- Current drivers' licence – ability to drive a mini bus

**Expectations of the position – Knowledge, Experience, and Qualification**

- Work collaboratively with the RYSS Team, and more broadly with partner agencies and external services within the community
- To maintain service relationships between RYSS, Juvenile Justice, Baxter Centre, other agencies and Pacific Link Community Housing through regular meetings and other communication.
- Understanding current trends and issues relating to young people, their families, and specifically young families
- Knowledge of local services and agencies
- Experience working with young people
- Minimum Diploma level Qualification in Youth Work/Social Work/Case Management, or related field
- Further qualifications in relatable field desirable

## Position Responsibilities

Result Areas	Task	KPI
<b>Assessment, Advice &amp; Referral</b>	<ul style="list-style-type: none"> <li>• Organise and provide relevant resources, information and support for young people and/or their families on a range of issues and to assist with their access to appropriate services.</li> <li>• Providing an entry and referral point for other services</li> <li>• The accurate assessment of children, young people and/or their family strengths, needs and risks and to ensure referrals are made to relevant agencies and services based on the assessment.</li> <li>• To ensure the services and programs provided to children, young people and/or their families are respectful, helpful and in some way enhances their life skills and knowledge and assist in reaching personal goals.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of referrals received</li> <li>• Percentage of referrals who reported benefit from accessing the service</li> <li>• Number of completed referrals to other agencies</li> <li>• Percentage of supported clients who identify referral support was beneficial and appropriate to their identified needs</li> <li>• Percentage of referrals who report learning new things about services and resources in the area</li> <li>• Percentage of referrals to services that assist with reduced adverse engagement in the justice system</li> <li>• Percentage of referrals that promote community, kin, and family engagement</li> </ul>
<b>Case Management</b>	<ul style="list-style-type: none"> <li>• Incorporate the principles of strengths based and client centred case management into the design of all case plans</li> <li>• Ensure all supported clients have an up to date and active case plan that address the identified needs, goals, and support engagement for clients</li> <li>• Ensure all case plans are tailored to the supported client, and adapted according to the changing needs and goals of the supported person</li> <li>• Ensure case plan design is considerate of cultural need and expectations</li> <li>• Ensure case plan design is considerate of the principles of trauma informed care</li> </ul>	<ul style="list-style-type: none"> <li>• All case plans address underlying causes of offending behaviour</li> <li>• All case plans include elements of cultural connection and community engagement</li> <li>• Client data reflects an overall reduction in adverse contact with the justice system</li> <li>• Case plans accurately reflect the assessed needs of the individual</li> </ul>



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<p><b>Service Provision</b></p>	<ul style="list-style-type: none"> <li>• Ensure all support provided to clients is tailored to the individual, and includes the supported persons’ needs, goals, and personal development objectives</li> <li>• Service is provided to clients for a period of up to 2 years post-release</li> <li>• Ensure the service provided to each client is considerate of the diverse range of support needs of the individual, and can include support with:             <ul style="list-style-type: none"> <li>○ Tenancy support</li> <li>○ Living Skills (including the RYSS Living Skills program)</li> <li>○ Connection to kin and community and the re-establishment of family and community relationships</li> <li>○ Access to employment and education opportunities</li> <li>○ Engagement with aboriginal specific health providers</li> <li>○ Engagement with community development opportunities</li> <li>○ Early Intervention assistance to clients on Juvenile Justice orders and those identified as being at risk of incarceration</li> <li>○ Provision of support and activities designed to prevent offending behaviour</li> </ul> </li> <li>• Adhere to all relevant RYSS policy, procedure, boundary guidelines, and conduct expectations in relation to client engagement, support, advocacy, and home visiting.</li> </ul>	<ul style="list-style-type: none"> <li>• Extent and duration of engagement by clients in the program post-release</li> <li>• Case plans reflect the diversity and variation anticipated through the creation of individualised case plans</li> <li>• Case plans reflect client engagement in a range of areas as identified under service provision tasks</li> <li>• Extent and duration in which clients engage in their identified support areas</li> <li>• Extent to which clients adverse contact with the justice system is reduced</li> <li>• Percentage of clients who return to custody during the support period</li> <li>• Percentage of clients who return to custody following completion of support</li> <li>• Percentage of accommodated clients who complete a successful tenancy period</li> <li>• Percentage of clients who identify a greater connection with kin, community, or family</li> </ul>
<p><b>Cultural Connection &amp; Community Engagement</b></p>	<ul style="list-style-type: none"> <li>• Work with the broader IJP team to assist clients in their connection to culture, exposure to cultural activities, and engagement in practical programs and supports that foster and develop understanding and connectedness</li> <li>• Incorporate personal development and cultural connection programs, activities, tasks, and recreational events that encourage living skill development, community awareness, and connection to culture and kin.</li> </ul>	<ul style="list-style-type: none"> <li>• Percentage of supported clients who identify these elements of support in their case plan</li> <li>• Percentage of clients who engage in these programs and activities</li> <li>• Percentage of clients who report and/or demonstrate greater cultural connection and development.</li> </ul>



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<p><b>Organisational Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Assist RYSS with achieving the organisational outcomes required by the funding body for this program – the Department of Prime Minister and Cabinet, and all associated KPI’s</li> <li>• To record and collate relevant information of service provision as required.</li> <li>• Support the program coordinator and RYSS Management in the collation of data, reporting, project applications, and in program development as requested</li> <li>• Support the promotion and development of IJP across the broader RYSS program network</li> <li>• Participate in annual performance appraisals with RYSS Management.</li> <li>• Meet with the Operations Manager on a bi monthly basis for work supervision, and attend any additional professional supervision as directed by RYSS Management.</li> <li>• Maintain and improve professional knowledge and skills and identify areas of professional development.</li> <li>• Prepare information for and participate in meetings and regularly maintain communication with co-workers</li> <li>• Participate in organisational planning activities.</li> <li>• Attend relevant interagency meetings as required and provide feedback from these meetings to RYSS staff.</li> <li>• Ensure RYSS policies and procedures, relevant legislation, statutory requirements and other industry standards are adhered to.</li> <li>• Maintain current Working with Children Check (WWCC) and National Police Check documentation.</li> <li>• Adhere to RYSS Code of Conduct, and maintain a high level of professional contact with all RYSS staff and external stakeholders</li> <li>• Ensure adherence to EEO policy.</li> <li>• Follow all legislative and organisational WHS practices to ensure a safe workplace</li> </ul>	<ul style="list-style-type: none"> <li>• Attendance and active participation in annual performance appraisal</li> <li>• Number of supervision sessions attended</li> <li>• Training undertaken, learning/skill outcomes achieved from annual review</li> <li>• Attendance and Participation at RYSS program and staff meetings and at organisational planning activities</li> <li>• Client satisfaction surveys</li> <li>• Engagement in relevant training opportunities as directed, as well as playing an active role in seeking out and requesting appropriate training opportunities</li> <li>• Attendance at Interagency Meetings relevant to the program</li> <li>• Adherence to Organisational Policies and Procedures, including EEO policy, WHS practices, and RYSS Code of Conduct Protocols</li> <li>• Provide all requested certification documentation on request (including WWCC, NPC, and others)</li> <li>• Confirm understanding of RYSS Policies and Procedures, legislation, statutory requirements, and industry standards by signing relevant personnel documentation</li> </ul>
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<b>Administration</b>	<ul style="list-style-type: none"><li>• Maintain up-to-date case notes and files on clients in the format as required by RYSS, including within the iPlanit Client Management System.</li><li>• Accurate recording of information for the qualitative and quantitative statistics required to meet KPIs' of service provision.</li><li>• To keep and maintain accurate daily records of work including a daybook, time sheets, equipment loans, data on participants/referrals, survey responses and community involvement in programs as required.</li><li>• Provide information that will contribute to monthly reports to the program coordinator regarding the progress of casework and programs.</li></ul>	<ul style="list-style-type: none"><li>• Input data to RYSS Client Management systems with accuracy and in a timely manner, using professional and respectful language – particularly in all case plan and case note documentation.</li><li>• Accuracy and efficiency of recorded information</li><li>• Accurate and relevant information is provided for monthly reporting</li></ul>
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## Salary

### SCHADS Award Category 4

Continuance of position is subject to funding and satisfactory work performance. All IJP positions are funded by the Department of Prime Minister and Cabinet.

Private and other income sources may supplement this position.

### Probationary Period

All RYSS employment is offered on condition of a probationary period of three (3) months, at which point suitability and performance within the role will be reviewed.



## Essential Criteria

Applicants must be able to address the essential criteria in order to be considered for employment in this position.

### **Applications from Aboriginal and Torres Strait Islanders are encouraged**

1. Demonstrated capacity to deliver case management and support to Aboriginal young people. Reflect on your understanding of the principles of quality casework planning, implementation, monitoring, and review, particularly in the context of addressing issues experienced by young people.
2. Demonstration of strengths based practice and commitment to solution focused intervention to promote meaningful change for young people.
3. Relevant tertiary qualifications (minimum Diploma level in Social/Youth related field).
4. Good organisational and administrative skills, ability to manage competing priorities and time effectively with astute decision making, problem solving and analytical skills.
5. The ability to work independently with initiative and as a part of a multi-faceted support team to deliver services to Central Coast young people.
6. Have proven abilities to develop, maintain, and role model healthy professional boundaries and relationships with clients and colleagues.
7. Ability to work with a range of community groups and establish and maintain strong networks across the Central Coast region.
8. Hold a current driver's license, with an excellent driving record and an ability to drive a manual mini bus.
9. A motor vehicle with comprehensive insurance
10. Excellent computer skills (proficient in Microsoft products, web based applications and social media).
11. Excellent communication skills, written and verbal, most importantly to be able to engage with Young People and/or their families in an effective manner.
12. Current First Aid Certificate (or proof of enrolment to course).
13. A practical understanding of WHS and maintaining policy and procedures.
14. Hold current and clear Working with Children Check and National Police Check documentation. (submit clearance letter with your application)



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## Desirable Criteria

1. A good knowledge of support services on the Central Coast, in particular services that deliver support to young people and those that deliver Indigenous specific programs and supports.
2. A creative and flexible approach to the development and implementation of Youth programs and activities.
3. Ability to run skills development programs within an outcomes based frame work.
4. Understanding of the principles of Trauma Informed Care, and how best to implement these principles in client engagement.
5. Understanding of the particular support needs of young people who have experienced contact with the justice system.

**NOTE: It is the applicants' responsibility to provide current WWCC and NPC documentation. The position will only be offered to a person with clearance, and in line with RYSS Organisations policy.**