



TOWNSVILLE ABORIGINAL AND TORRES STRAIT ISLANDER CORPORATION FOR HEALTH SERVICE (TATSICHS)

POSITION DESCRIPTION

Position Title	CASE WORKER – TAIHS Youth Support Service (TYSS)
Location	Garbutt, Townsville.
Work Unit	TAIHS Youth Support Service (TYSS)- Community Services Unit
Employment Status	Permanent Full Time (Day and Afternoon/Evening Shifts)
Position Reports To	Program Manager – TAIHS Youth Support Service (TYSS)
Positions Responsible For	Nil
Award Reference	Social Community Home Care and Disability Services Industry Award 2010 Community Services Worker – Level 4
Date of Approval	April 2015

Corporate Context / Environment

TAIHS is an Aboriginal and Torres Strait Islander community controlled and managed corporation. TAIHS's main operating income comes from grants from Commonwealth and State funding bodies. Our two main funding bodies are the Commonwealth Department of Health and Ageing and the State Department of Communities. Funds are also generated through Medicare billing of patient services.

TAIHS provides a holistic primary health care service incorporating a bulk-billing general practice medical clinic, a dental clinic, an individual support and advice service, mental health counseling, community health screening and health promotion activities. TAIHS also provides a range of community services, including crisis accommodation, child safety and early family intervention programs, and a specialist service for young people misusing volatile substances.

In addition to the operation of comprehensive primary health services and the provision of a range of community services, TAIHS seeks to improve health and social outcomes for the community through; strategic partnerships, advocacy for needs, promotion of awareness and education in improved health and social practices, promotion of knowledge and understanding of underlying issues and unique needs and development of the evidence base.

TAIHS Youth Support Services (TYSS) provides an intensive service to vulnerable young people through outreach, centre-based and virtual applications to service delivery. The targeted model assists young people from ages 12-18 who are at risk of the following:

- Disconnecting from their family/community or support networks;
- Disengaging from school, training and/or employment;
- Harm and Self Harm (including substance misuse); and
- Homelessness

The catchment area includes Townsville and Ayr. Other locations may be included in future service delivery. Operation hours are from 7am to 8pm.



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Purpose of Position

To coordinate the provision of strength based case management to young people (and their families) applying a flexible, outcomes-based approach to the development and review of case plans. The position is also responsible for providing interventions, client intake & assessments and contributing to the implementation of strategies in response to Youth related issues in the community, including the development and delivery of programs.

Duties and Responsibilities

Service Delivery – Case Planning & Client Support

In accordance with agreed Procedures and Protocols:

- Provide a flexible approach to engaging vulnerable young people
- Coordinate the provision and review of effective quality case management practices, including;
 - Intake & assessment
 - Advocacy, support and referral
 - Develop, implement and review case management plans
 - Participate in stakeholder, case collaboration and network meetings as required
 - Foster lineages between family, community and services
- Coordinate the delivery and implementation of actions/goals identified through support plans and provide direction and support to lower classified workers
- Provide practical support to assist young people to:
 - Connect and enhance relationships between young people and family and community supports
 - Engage/re-engage young people in education, training and/or employment
 - Promote healthy life styles for young people (mentally, physically, emotionally etc.)
 - Assist young people to achieve a safe, stable and violence free place to live
- Coordinate youth/family/community outreach services to areas of high need, as identified
- Provide information, support and advocacy for young people accessing the service
- Participate and contribute to team meetings, case coordination meetings and supervision to provide a coordinated approach to quality case management practices

Service Delivery – Education & Diversion Programs

- Provide education/awareness/self development programs, as planned
- Facilitation and review of programs and activities, including education/self development/diversion /cultural activities
- Provide transport and support to encourage participation in programs
- Conduct surveys, gather feedback and contribute to the planning and implementation of outcomes

Administration

- Ensure accountability by recording all client interactions, shift and operational information (ie. Case Notes, Incident reports, time sheets, team communication/handover etc)
- Ensure secure management of all program files and compliance with applicable privacy legislation and policies
- Maintain all statistics in a timely manner

Self-Management & Team Contribution

- Contribute to effective team performance, mentor and supervise lower classified workers as required
- Attend relevant training, as identified through supervision processes
- Perform work in accordance with organisational policies, procedures and work instructions
- Apply an Action Learning framework to the identification and implementation of strategies in response to Youth issues in the community
- Contribute to continuous quality improvement, eg identify improvement to policy, work instruction, or the work environment



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- Follow all safety procedures and contribute to a safe work environment
- Comply with all legal, ethical, confidentiality and regulatory requirements
- Contribute to effective team performance acknowledging individual skills, abilities and capacities
- Ability to work autonomously and display initiative, self-motivation, time management and solution focused skills
- Participate in the performance review process
- Contribute to the development of work practices and procedures and the setting of outcomes
- Exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined
- Provide on-call services, as rostered
- Provide first aid and coordinate emergency services

Foster Linkages

- Work to ensure effective case liaison with other program workers and other involved providers
- Work to foster productive relationships with all TATSICHS Community Services staff
- Develop productive working relationships with relevant external service staff
- Participate in community expos/events/cultural celebrations etc to raise awareness of VSM issues and services in the community

Please note: The duties outlined in this position description provide a general indication of the expectations of the role. You may be requested to perform additional duties within your level of skill, competence and training.

Required Qualifications and Experience

- Certificate Four or higher in a field relevant to Case Work, Youth Work, Social Services, Social Work, Psychology etc.
- Extensive previous experience in a relevant industry/service or an equivalent level of expertise and experience to undertake the range of activities required
- Hold a current Suitability 'Blue Card' for working with children and young people
- Hold a current Queensland Driver's Licence, comply with Driver Accreditation requirements
- First Aid Certificate
- Satisfactory Police Check – no Serious/Criminal/Court Record
- Demonstrated oral communication skills and competence in use of business technology and desktop applications; internet, word, spreadsheet and database packages

Practical Requirements

- Work out of normal hours of duty, including some week-ends, will be required – normal working hours will vary between 8 - 8
- Travel across the region may be required

Selection Criteria

Provide a maximum of two pages highlighting your qualifications, experience and knowledge in relation to the duties and responsibilities of the position

Duties & Responsibilities

Satisfactory capability and/or potential to execute the key responsibilities of the position

Required Qualifications & Experience

Satisfies the required qualifications and experience, and practical requirements of the position

It is anticipated that an Aboriginal and/or Torres Strait Islander person would be recruited to this position



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