

Directorate: Community Services Directorate	Position Number: 03331, several
Division: Children, Youth and Families	Classification: Youth Worker 1/2
Business Unit: Child and Youth Protection Services	Location: Bimberi Youth Justice Centre
Position Title: Youth Worker	Last Reviewed: 25/01/2019

DIRECTORATE OVERVIEW

Community Services Directorate has responsibility for a wide range of human services functions in the ACT; including multicultural and community affairs; public and community housing services and policy; children; youth and family support services and policy; disability policy and services; therapy services; Child and Family Centres; the ACT Government Concessions Program; homelessness and community services.

CSD provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to career goals. Staff working in CSD are expected to demonstrate quality customer service, problem solving and teamwork skills, be willing to continuously improve, adapt to change, be outcome focused and accountable for their actions.

Further information relating to CSD can be found at <http://www.communityservices.act.gov.au>

DIVISION OVERVIEW

The Children, Youth and Families division provides early intervention and prevention services to ACT children, young people and their families and provides services to children with developmental delays. Children, Youth and Families also works with key stakeholders in government and the community sector to provide child protection and youth justice services to children, young people, their families and their carers. Children, Youth and Families works to support vulnerable children and young people to be safe, strong and connected.

BUSINESS UNIT OVERVIEW

Bimberi Residential Services focuses on delivering child-centred, evidence-based and developmentally appropriate, human rights compliant intervention to children, young people and their families. It is comprised of Bimberi Youth Justice Centre (BYJC) and Narrabundah House Indigenous Supported Residential Facility (NHISRF).

BYJC is a human rights compliant youth detention facility. The Centre provides safe and secure accommodation for young people between the ages of 10 and 21 years, who are remanded in custody or sentenced by the ACT Children's or Supreme Courts.

NHISRF provides supported accommodation to young men, aged between 15 and 18 years old. Both facilities operate 24 hours a day, 7 days a week.

DUTIES / RESPONSIBILITIES

The position of Youth Worker will work within a team environment to enhance the safe care, support and supervision of residents within the Bimberi Youth Justice Centre and/or Bimberi Residential Services. Youth Workers are expected to actively contribute to case planning for young people.

The occupants of these positions may be required to be available to work at both Bimberi Youth Justice Centre and Narrabundah House Indigenous Supported Residential Facility and their duties may be slightly varied to ensure the safe custody of residents.

The following legislation is relevant to the work of the position (ACT unless otherwise stated):

- *Bail Act 1992*
 - *Children and Young People Act 2008*
 - *Crimes (Sentence Administration) Act 2005*
 - *Crimes (Sentencing) Act 2005*
 - *Discrimination Act 1991*
 - *Fair Work Act 2009 (Cth)*
 - *Financial Management Act 1996*
 - *Freedom of Information Act 2016*
 - *Human Rights Act 2004*
 - *Information Privacy Act 2014*
 - *Public Interest Disclosure Act 2012*
 - *Public Sector Management Act 1994*
 - *Territory Record Act 2002*
 - *Work Health and Safety Act 2011 (Cth)*
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- **Client Engagement and Service Delivery**
 - Through positive relationships with young people, ensure the care, supervision and safe custody of residents at Bimberi Youth Justice Centre, as well as the care and supervision of residents at Narrabundah House Indigenous Supported Residential Facility.
 - Provide advice and guidance to residents to improve their living skills, development and social interaction, as well as implement effective behaviour management, conflict resolution and harm minimisation strategies.
 - Maintain a safe, healthy, caring and supportive environment for residents with a strong focus on promoting Aboriginal and Torres Strait Islander cultures, protocols and practices.
 - **Leadership of Self and Others**
 - Model behaviours and principles integral to Directorate values and effective people management.
 - Deliver a high standard of client care through personal professionalism, respect and courtesy to client and colleagues at all times.
 - **Relationship Management**
 - Engage and liaise with a range of internal and external stakeholders including community agencies, government services, legal representatives, courts and tribunals, and represent Child, Youth and Families and the Community Services Directorate.
 - Provide leadership in collaborative practice with children, young people, their families, carers, government and non-government agencies to facilitate improved outcomes within a statutory framework.
 - **Professional Development of Self and Others**
 - As a key worker, engage residents in case plans relating to their individual needs, goals and strategies, liaise with families, carers, government and community agencies involved in a case management process.
 - Encourage and support residents to participate in a range of program activities relating to rehabilitation and positive re-integration into the community.
 - Participate in proactively managing own Individual Performance Agreement (IPA) process in accordance with the ACT Public Service Performance Framework Policy.
 - Review own work and actively participate in reflection sessions, supervision and other review opportunities to improve service delivery.
 - Contribute to and/or participate in training and development programs to enable own and other's professional development.
 - Build the knowledge of your team to understand legislative and policy work within CYF.
 - Develop and share professional knowledge including organisational knowledge of CYF to facilitate and promote best practice service delivery.

- **Records Management**
 - Maintain high quality, accurate, timely record keeping practices in line with the requirements of the *Territory Records Act 2002* that also facilitates transparency in decision making and assists in making it easy to work with CYF.
 - Comply with statutory and record keeping practices in line with relevant legislation.
 - Ensure registers, records, case notes, files and documents are completed in a timely manner, to an acceptable standard and recorded on relevant systems, e.g. CHYPS/YJIS and client files.
- **Professional Conduct**
 - Work in accordance with, and uphold the:
 - ACT Government Respect, Equity and Diversity Framework and the Directorate's Work Health and Safety System.
 - ACT Public Service Code of Conduct, Values and Signature Behaviours.

PERSONAL QUALITIES

The position requires the following personal qualities:

1. **Resilience:** Perseveres to achieve goals, even in the face of obstacles. Copes effectively with setbacks and disappointments. Remains calm and in control under pressure. Accepts constructive criticism in an objective manner, without becoming defensive. Manages and cares for self to maintain resilience and support when working in a challenging environment.
2. **Integrity:** Committed to the public interest. Operates in a manner that is consistent with the ACT Government Code of Conduct. Inspires trust through treating all individuals fairly. Has a positive work ethic.
3. **Flexibility:** Adaptable and open to new ideas and accepts changing priorities without undue discomfort. Recognises the merits of different opinions and acts accordingly. Displays enthusiasm and initiative.
4. **Teamwork:** Cooperates and works well with others in pursuit of team goals. Collaborates and shares information. Shows consideration, concern and respect for others feelings and ideas. Accommodates and works well with the different working styles of others. Encourages resolution of conflict within a group.
5. **Relationship Building:** Establishes and maintains relationships with people. Promotes harmony and consensus through diplomatic handling of disagreements. Forges useful partnerships with people across business areas and organisations. Builds trust through consistent actions, values and communications.
6. **Effective Leadership:** Models behaviours integral to Directorate values, inspires people, is optimistic, supports and facilitates colleagues, has excellent judgment, has confidence and high level communication

SELECTION CRITERIA

Note: Please take into consideration the duties and personal qualities outlined above when addressing how you have demonstrated the selection criteria. The examples supporting the selection criteria are intended to assist you by providing context and as such you are not expected to specifically address the examples in your responses. Limit your responses to 400 words per criteria.

1. Engagement

- Consistently displays high quality customer service principles and attributes to internal and external clients.

For example:

- Ensures children and young people are at the centre of the work we do.
- Engages and communicates effectively with young people, colleagues and support staff.
- Engages and communicates effectively with a diverse range of people including Aboriginal and Torres Strait Islander people.

2. Communication

- Effective communication skills both written and oral.
For example:
 - Communication is adapted to a diverse range of individuals.
 - Is respectful in their communication to and about clients and sensitively liaises with a broad range of people including Aboriginal and Torres Strait Islander people.

3. Resolves Problems

- Works through challenges to achieve outcomes.
For example:
 - Identifies problems and opportunities for improvement and seeks appropriate support to effectively resolve issues.
 - Identifies and manages risk.

4. Works Efficiently

- Works efficiently in a challenging environment to deliver outcomes.
For example:
 - Adapts to change and prioritises effectively in a challenging environment.
 - Is self-directed in completing work to an appropriate standard.
 - Role models strong work management techniques.

5. Leadership of Self and Others

- Employs and role models effective self-management and leadership of staff to professionally deliver a service.
For example:
 - Stays calm in emotional situations, demonstrating compassion and professionalism.
 - Appropriately seeks assistance when required to achieve outcomes.
 - Manages self when interacting with children, young people and families to remain professional and motivated.
 - Is open to feedback and actively seeks to implement any required changes or adjustments.
 - Participates productively as a member of a team while being able to work independently.

6. Understands Legislation and Policies

Quickly acquires an understanding and is able to apply legislation and policies appropriately to their work.

QUALIFICATIONS, SUITABILITY AND EXPERIENCE

Essential qualifications and experience:

- Possession of a current drivers licence and Senior First Aid Certificate.
- Prior to commencing in this role, a current registration issued under the Working with Vulnerable People (Background Checking) ACT 2011 will be required
For further information on Working with Vulnerable people registrations refer to:
www.legislation.act.gov.au/a/2011-44/default.asp and
http://www.ors.act.gov.au/community/working_with_vulnerable_people

Desirable qualifications and experience, but not essential:

Completion or partial completion of the Youth Worker Level 3 or 4 certification or qualification in the behavioural sciences desirable.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Youth Worker and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Occasionally
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Occasionally
Standing for long periods	Frequently
Designated workstation	Never
STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Access to Accrued Days Off (ADO's)	Occasionally
Peaks and troughs	Frequently
Frequent overtime	Occasionally
Rostered shift work	Frequently
SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Never
PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Frequently
MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never
TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never
SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Occasionally

Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Frequently
Exposure to potentially distressing case material	Frequently
OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally