POSITION DESCRIPTION

Directorate: Education

Division: Service Design & Delivery

Business Unit: Complex Behaviour Support & WHS Branch

Position Title: Senior Youth Worker – Therapeutic Support Team

Position Number: P72569

Classification: ASO5

Location: Various

Last Reviewed: September 2026

BUSINESS UNIT OVERVIEW

The Complex Behaviour Support and Work Health and Safety (CBSWHS) Branch is responsible for:

- supporting ACT public schools to manage the risks associated with students who exhibit challenging and complex behaviours, targeted support for teachers, and students;
- supporting schools and families with student attendance concerns and compliance with the attendance requirements under the Education Act including issuing of compliance notices and exemptions;
- facilitation of professional learning for schools to build the capability of school-based staff to provide safe and effective learning environments;
- case coordination and management including interagency collaboration to support schools to meet the needs of students demonstrating challenging and complex behaviour;
- the monitoring and identification of incidents involving violence and abuse, identification of emerging risks and coordinating responses;
- leading legislation and policy implementation, advice and monitoring use and reporting of restrictive practices in schools;
- leading the implementation of the Positive Behaviour for Learning (PBL) framework in the ACT public schools and provision of universal training with a focus on high expectations, inclusion and wellbeing;
- leading the strategic direction for an integrated Work, Health and Safety (WHS), wellbeing and early intervention to support the safety and wellbeing of staff and ensuring that WHS, wellbeing and early intervention approaches are incorporated into all aspects of the Directorates functioning including management of the Directorate's Employee Assistance Program; and
- development of policy and procedures to support the functions and services delivered by the branch.

This is a high-profile branch managing key risks of the business. These activities are done in consultation with stakeholders across the Directorate.

POSITION OVERVIEW

The Senior Youth Worker, Therapeutic Support Team, plays a key role in supporting children and young people with complex social, emotional, behavioural and wellbeing needs within ACT public schools. Working across a range of educational settings, the position delivers targeted, therapeutic and relationship-based interventions that enhance student engagement, resilience and participation in learning. Drawing on trauma-informed, strengths-based and evidence-informed youth work practice, the Senior Youth Worker works directly with students to identify goals, build protective factors and support positive educational and wellbeing outcomes. Based on service priorities, the role may operate across multiple school sites and work with different student cohorts over varying periods of time.

As an experienced practitioner, the Senior Youth Worker provides professional leadership, mentoring and practice support to Youth Workers and school-based staff, contributing to the consistent delivery of high-quality youth work services across the Directorate. The role works collaboratively with students, families, educators and external agencies to coordinate holistic support responses, facilitate access to community services and strengthen the capacity of schools to respond effectively to complex student needs. The position contributes to case planning, consultation, service development and continuous improvement activities that support the wellbeing, inclusion and educational participation of children and young people.

The Senior Youth Worker exercises sound judgement, initiative and problem-solving skills to manage competing priorities and complex situations. The role promotes ethical practice, cultural responsiveness and collaborative relationships while championing trauma-informed approaches, positive student outcomes and the values and behaviours of the ACT Public Service

This role requires flexibility to work across multiple school sites and provide targeted support to students as required. The specific school location, student cohort, and length of placement may vary over time in response to service demands and organisational priorities.

DUTIES

The Senior Youth Worker Therapeutic Support will:

- Provide intensive youth work support to children and young people experiencing social, emotional, behavioural and engagement challenges, with a focus on improving wellbeing, connectedness, participation and educational outcomes.
- Implement individual support plans for students, identifying strengths and needs, setting goals and monitoring progress in collaboration with students, families and school staff.
- Establish and maintain positive professional relationships with students, families, schools, community organisations and government agencies to support coordinated and holistic responses to complex needs.
- Provide leadership, mentoring and practice support to Youth Workers, promoting reflective practice, professional growth and the consistent application of trauma-informed and evidence-based approaches.
- Design and facilitate individual and group programs that build social and emotional skills, resilience, self-regulation, engagement and connection to learning and community.
- Advocate for the needs and rights of children and young people and support their participation in decisions affecting their education, wellbeing and future pathways.

- Maintain accurate records and contribute to service planning, reporting and evaluation activities, ensuring compliance with Directorate policies, child safety requirements, legislative obligations and professional standards.

SELECTION CRITERIA

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position:

1. Demonstrated experience in youth work practice with vulnerable children and young people, to address complex social, emotional, behavioural and wellbeing needs using trauma-informed, strengths-based and culturally responsive approaches.
2. Highly developed communication and relationship-building skills, with the ability to effectively engage and work collaboratively with children and young people, families, school staff, community organisations and government agencies to achieve positive outcomes.
3. Demonstrated ability to assess needs, implement support plans, and coordinate appropriate responses for children and young people experiencing complex challenges, including managing competing priorities and exercising sound professional judgement.
4. Proven leadership capability, including the ability to provide mentoring, guidance and practice support to staff, contribute to a positive team culture and support the continuous improvement of youth work services and practice.
5. Well-developed organisational, analytical and problem-solving skills, including the ability to maintain accurate records, prepare reports, contribute to service evaluation activities and ensure compliance with relevant legislation, policies and procedures.
6. Proven commitment to ethical leadership, diversity and inclusion, work health and safety, and the values and behaviours of the ACT Public Service.

MANDATORY

1. 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 registration refer to: https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1804
2. The Youth Work Practitioner role requires that applicants have obtained, at a minimum, an Australian Qualifications Framework Certificate IV in Youth Work or equivalent.

HIGHLY DISERABLE

1. Experience providing therapeutic support to children and young people with complex needs within educational settings.
2. Demonstrated knowledge of trauma-informed practice and its application in schools.