

POSITION DESCRIPTION

Directorate: Health & Community Services Directorate

Position Number: P22783 (Several)

Division: Children, Youth, and Families

Classification: Youth Worker 1/2

Business Unit: Youth Justice Community Residential Services (YJCRS)

Location: Narrabundah & Franklin Houses, ACT

Position Title: Youth Worker (Residential)

Last Reviewed: July 2026

DIRECTORATE OVERVIEW

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ+) people.

DIVISION OVERVIEW

Children, Youth and Families (CYF) is a division of the Health and Community Services Directorate. It works in partnership with the community to protect children and young people from being harmed and from harming others. CYF also works in partnership with families, carers and community agencies to ensure children and young people are safe and achieve the best possible life outcomes.

Next Steps for Our Kids 2022-2030 captures a vision for an ACT child protection system which places the needs of children and young people at the centre of its mission and prioritises their best interests as the paramount consideration in decision making.

CYF deliver a family services model that integrates family support and targeted prevention with statutory interventions and out of home care (OOHC). The model ensures effective supports for children and young people are in place and enhances our response to work with Aboriginal and Torres Strait Islander families and communities.

This model drives greater focus on targeted prevention programs, and specialised adolescent services that acknowledge the unique needs of young people engaged, or at risk of engaging with the youth justice system. CYF will steward the new system across all government, non-government, and other key stakeholders to achieve these results for the ACT.

BUSINESS UNIT OVERVIEW

The **Youth Justice and Adolescent Services Branch (YJAS)** is a Branch with a newly expanded remit. Previously only responsible for custodial youth justice services, the YJAS is undertaking significant policy and service design reform work to including to operationalise the 'Raising the Minimum Age of Criminal Responsibility' reform and build new service relationships– both within the ACT Government and the community sector.

Youth Justice Community Residential Services (YJCRS) operate Narrabundah House and Franklin House which provide supported accommodation for young people aged 14 to 18 years of age. The team will provide a safe and supportive environment for young people who are being diverted from or exiting detention, that may not be subject to Care Orders.

POSITION OVERVIEW

Working in youth justice is about empowering young people to steer their lives in a positive direction. If you are passionate about supporting young people to change their lives for the better, becoming a youth worker is the ideal place to start. Youth workers play an important role in maintaining a safe, healthy, caring and supportive environment for young people young people residing at Youth Justice Community Residential Services; with a strong focus on promoting Aboriginal and Torres Strait Islander cultures, protocols and practices.

Residential Youth Workers are required to work shift work and provide direct supervision and support to young people in the management of their daily routines and behaviours.

YJCRS provides accommodation on a temporary basis to help support young people positively reconnect within their community through education, training, and employment, health, and life skills. YJCRS accommodation supports young people who are on bail or community-based youth justice orders and young people who may be entering the community following a period of custody at Bimberi Youth Justice Centre.

YJCRS works with the local Aboriginal and Torres Strait Islander community, elders, family members and a wide range of people who have specialised skills to help young people. Young people are supported to participate in programs that aim to build their skills and knowledge to become independent, financially stable and stay out of the justice system.

WHAT YOU WILL DO

- Through positive relationships with young people, ensure the care, supervision and safety of residents at YJCRS properties.
- Provide advice and guidance to young people residing at a YJCRS property 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 young people residing at a YJCRS property with a strong focus on promoting Aboriginal and Torres Strait Islander cultures, protocols, and practices.

- Engage and liaise with a range of internal and external stakeholders including community agencies, government services, legal representatives, courts, and tribunals, and represent Children, Youth and Families and the Directorate.
- Provide leadership in collaborative practice with young people, their families, carers, government, and non-government agencies to facilitate improved outcomes.
- As a residential youth worker, engage residents in case planning relating to their individual needs, goals, and strategies, liaise with families, carers, government, and community agencies involved in a case management process.
- 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 us.
- This position does not involve direct supervision of staff.

WHAT YOU REQUIRE/CAPABILITIES

Professional / Technical Skills and Knowledge

1. Strong interpersonal and communication skills.
2. Passionate about working with young people – you strive to engage and empower them to change their lives for the better.
3. Cooperates and works well with others in pursuit of team goals. Collaborates and shares information.
4. Demonstrate an understanding of and commitment to fostering culturally safe and inclusive practices for Aboriginal and Torres Strait Islander young people, ensuring respect, dignity, and culturally responsive support in all interactions.

Behavioural Capabilities

While care, supervision, safety, and support form the foundation of the role, we look for people who are:

5. Dedicated and resilient – you are committed to following procedures, can deal with confronting situations, and thrive on challenges.
6. Proactive – you are constantly thinking of new ways to solve problems and address issues.
7. Demonstrate achievement in modelling ethical behaviour aligned to ACT Public Service Values and Signature Behaviours.

Compliance Requirements / Qualifications

- Completion or partial completion of the Youth Worker Level 3 or 4 certification or qualification in the behavioural sciences is desirable, though not mandatory.
- This role may work with Aboriginal and Torres Strait Islander families and young people, cultural awareness, and capacity to work with Aboriginal and Torres Strait Islander people is highly desirable.
- This position does require a Working with Vulnerable People Check.
- This position does require a First Aid Certificate.
- Driver's license is essential.

HOW TO APPLY

The following questions form the **selection criteria** against which your application will be assessed. We will be looking for evidence of the required capabilities, skills, knowledge and experience outlined in the Position Description.

1. Why are you interested in being a Residential Youth Worker?
2. What skills do you think you can bring to the Residential Youth Worker role? What do you believe is important?
3. Can you tell us about a time you have built trust with a young person who was reluctant to engage?
4. What does trauma-informed care mean to you, and how does this knowledge impact your work with young people?
5. How would you ensure that your practice is culturally safe and responsive when working with Aboriginal and Torres Strait Islander young people in a residential care setting?

Applications are sought from potential candidates that must include.

- A supporting statement addressing each of the above selection criteria should be limited to 400 words per criteria outlining your knowledge, skills, and experience, in carrying out the duties outlined in the Position Description.
- Names and contact details of at least two referees, including your most recent/current supervisor or manager.
- A current curriculum vitae.

Successful applicants will be provided with paid induction training that covers topics such as legislative obligations, trauma-informed, culturally responsive and therapeutic practice, human rights, managing challenging situations and behaviour management.

The occupants of these positions will be required to be available to work across all Youth Justice Community Residential Services properties. The occupants of these positions are required to work shiftwork, including both day and night shifts. Nights shifts are stand-up shifts.

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	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Occasionally
Standing for long periods	Frequently
Designated workstation	Occasionally
STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Peaks and troughs	Occasionally
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	Frequently
PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Frequently
MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Occasionally
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally
TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally

Frequent travel – interstate	Occasionally
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	Never
Working with asbestos	Never
Potential to encounter agitated customers	Frequently
Exposure to potentially distressing case material	Frequently
OTHER	FREQUENCY
Uniform required	Occasionally
Personal Protective Equipment (PPE) required	Occasionally