

## **Regional Youth Support Services Position Description**

### **Case Worker - General**

#### **SCHADS Award Level 3**

We acknowledge that Regional Youth Support Services supports our community while on the traditional lands of the Darkinjung people, and we pay our respects to Elders both past and present. RYSS also acknowledges young people, who are our hope for a brighter, stronger future, who in days ahead will be the leaders in our community. We are proudly committed to diversity and social inclusion, incorporating Aboriginal and Torres Strait Islander peoples, people who identify as LGBTQIA+. People with a disability, and those from culturally and linguistically diverse backgrounds. 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 the 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**

Since 1986, 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, Facilitators, 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 service based centrally in the heart of the Gosford CBD, from which we deliver case management and Group supports via Early Intervention, the Indigenous Justice Case Management and Accommodation Program, Skills-Based programs, Transitional Supported Accommodation, and a range of 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.

The Youth Hub offers an understanding and supportive environment in which young people can feel safe to seek guidance, advice, and ongoing assistance with their identified goals. The Hub incorporates a Safe Haven Café, offering case management and counselling supports, as well as a range of groups designed to address specific needs as they arise in the community.

## 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 a range of funded programs and projects, including the NSW Governments Targeted Early Intervention Strategy, The Indigenous Justice Program, Housing NSW Rent Choice Youth products, and a range of projects funded by local government, Foundations, and Bequests. All support outcomes are grounded in the RYSS Core Values and align with the RYSS Code of Ethics and Conduct. Specific program outcomes, including KPI measures, are identified by the Operations Manager, and vary depending on the assignment of tasks given to the Casual Case Worker.

### All provision of support:

- Promotes the Rights of the Individual
- Encourages Community 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 - Casual report to the 'Casework Team Leader', 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**

This position provides casual case work support, as rostered by the Casework Team Leader, in the delivery of support to clients engaging within various programs and short term projects across the organisation. The role requires one on one support, family support, and group work. This position generally requires the caseworker to follow the identified outcomes and case plans, and may also require assisting young people and young families in the design, planning, and assessment of support needs. This role is also required to implement decision making, task prioritisation, and at times operate independent of immediate supervision.

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

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

- Engage young people and young families in the provision of Advice, Information, and Referral (including single occasion and short term interventions)
- Deliver intake assessment and case planning for supported young people and young families, to coordinate services, address needs, and assess risk factors related to the young person
- Deliver client-centred case work, based on items identified in the young person's individual case plans and outcomes/goals.
- 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 organisation, as delegated by the Team Leader and in turn by the Operations Manager.

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

- IT – Typing ability, knowledge of Microsoft Office, web and cloud-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.



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- 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.
- 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 – able and willing to drive a mini bus

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

- Understanding of The Principles of the Department of Communities and Justice funding stream, Targeted Early Intervention model, and knowledge of Child Protection and mandatory reporting expectations
- The NSW School system
- Knowledge of tenancy matters, Housing NSW programs and products, and how these benefit and impact on young people
- 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

Key Result Areas	Key Tasks	Key Performance Indicators
<p><b>Advice &amp; Referral</b></p>	<ul style="list-style-type: none"> <li>• 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>• Provide an entry and referral point for other services as part of the Targeted Early Intervention Service model</li> <li>• Accurately assess 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>• Ensure services and programs provided to children, young people and/or their families are respectful, helpful &amp; enhances their life skills and knowledge, and assists them in reaching personal goals.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of young people and parents/carers who accessed the service</li> <li>• Number of referrals to other agencies</li> <li>• The number of participants who indicated workers treated them with respect, that their ideas and opinions were welcomed and included and the service being helpful</li> <li>• Learnt new things about services and resources in the area</li> </ul>
<p><b>Assessment and Case Planning</b></p>	<ul style="list-style-type: none"> <li>• Implement realistic case plans that address the need of the young person which in turn assists them to reach their identified goals.</li> <li>• Assist in coordinating services and activities to implement the case plans of the young person/family. This multi-component program approach, may include psychosocial support, self-help strategies, and building connection to family and education</li> <li>• Monitor the effectiveness of the services and programs being delivered to the young person and/or their family.</li> <li>• Accurately assess young people and/or family strengths, needs &amp; risks.</li> </ul>	<ul style="list-style-type: none"> <li>• The number and percentage of Young people who say the most important goal was achieved</li> <li>• The number and percentage of Young people are linked to specialist services</li> <li>• The number young people and/or parents/carers who learnt new things about services and resources in the area</li> </ul>

<p><b>Client focused, strengths based case work</b></p>	<ul style="list-style-type: none"> <li>• Implement and Monitor activities and programs that assist with the development of life skills to address needs relevant to young people and teach them how to reach their goals. For example, developing social and relationships skills, financial management/budgeting and career advice and support.</li> <li>• Undertake strengths-based, child centred and family-focused case work.</li> <li>• Identification and recording of strengths, goals, objectives and tasks</li> <li>• Regularly monitor and review case plans for progress/achievements and update records as appropriate</li> <li>• Deliver services in a culturally competent and respectful manner, support self-determination for Aboriginal children, young people and families and appropriately involve Aboriginal staff, communities and service providers</li> </ul>	<ul style="list-style-type: none"> <li>• Number/percentage of Young people who say the most important goal was achieved</li> <li>• Number/percentage of young people who said they learnt new things, feel more confident, attend school, training or paid work, live with extended family, have some contact with family</li> <li>• Number/percentage of young people, parents/carers who have more support and assessed as having an increase in strengths</li> <li>• Number of parents/carers learnt new things to assist them as parents, about services and resources, feel more confident in parenting, feel more enjoyment in time spent with their young person</li> </ul>
<p><b>Practical Skills Development Groups</b></p>	<ul style="list-style-type: none"> <li>• Implement and monitor activities and programs that assist with the development of life skills to address needs relevant to young people and teach them how to reach their goals. For example developing social and relationships skills, financial management/budgeting and career advice and support.</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals to the program</li> <li>• Number/percentage who completed the program</li> <li>• percentage whose most important goal was achieved</li> <li>• Number/percentage who learnt new things, feel more confident, attend school, training or work, live or have contact with family</li> </ul>

<p><b>Home visiting</b></p>	<ul style="list-style-type: none"> <li>• Build trusting relationships with young people, young families, and their children</li> <li>• Ensure home visits are goal orientated and teach specific skills</li> <li>• Assist with the development of parenting, social and living skills</li> <li>• Assist clients to transition from supported accommodation to independent accommodation by providing services and support to the child, young person and/or family within their home environment.</li> </ul>	<ul style="list-style-type: none"> <li>• percentage of Young people and young families who say the most important goal was achieved</li> <li>• Number/percentage of young people and young families who said they learnt new things, feel more confident, attend school, training or paid work, live with extended family, have some contact with family</li> <li>• Number/percentage of young people and young families who have more support and assessed as having an increase in strengths</li> </ul>
<p><b>Engagement</b></p>	<ul style="list-style-type: none"> <li>• Build rapport with young people and/or their family, developing an understanding of the family's past experiences, current situation, concerns and strengths</li> <li>• Demonstrate empathy and respect</li> <li>• Validate the participatory role of the family</li> <li>• Be consistent, reliable and honest</li> <li>• Provide a safe and secure environment for young people.</li> <li>• Role model appropriate behaviour.</li> </ul>	<ul style="list-style-type: none"> <li>• The number of participants who indicated workers treated them with respect, that their ideas and opinions were welcomed and included and the service being helpful</li> </ul>
<p><b>Strengthening Community partnerships</b></p>	<ul style="list-style-type: none"> <li>• Work collaboratively with external organisations in the provision of services to young people and young families.</li> <li>• Assist in coordinating appropriate services to implement the support. This multi-component program approach, may include psychosocial support, self-help strategies, and building connection to family and education</li> </ul>	<ul style="list-style-type: none"> <li>• Number of referrals made to RYSS</li> <li>• Number of referral made to other agencies</li> <li>• Attendance at community meetings</li> <li>• Number of case plans that involve other agencies</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 NSW Department of Communities and Justice, by providing quality services and programs meet the Key Performance Indicators (KPIs') requirements of specific programs and projects, such as the Targeted Early Intervention Program, Indigenous Justice Program, or other RYSS projects and programs.</li> <li>• Record and collate relevant information of service provision to assist in RYSS meeting organisational KPI's</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor outcomes and record in reports.</li> <li>• Utilise client management systems to record all client contact, assessments, referral, and demographic information</li> </ul>
<p><b>Individual and Team Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Participate in annual performance appraisals.</li> <li>• Meet with the Team Leader on a monthly basis for work supervision.</li> <li>• Maintain and improve professional knowledge and skills and identify areas of further training or professional development to assist with the role.</li> <li>• Prepare information for and participate in scheduled staff meetings as requested by Team Leader, and regularly maintain communication with co-workers.</li> <li>• Participate in organisational planning activities as requested.</li> <li>• Attend other meetings, forums, and interagencies as required and feed back information from these meeting.</li> <li>• Ensure policies and procedures of RYSS are maintained, as well as complying with relevant legislation, statutory requirements and other industry standards as appropriate.</li> <li>• Ensure that the EEO policy is adhered to.</li> <li>• Ensure WHS practices are followed to ensure a safe workplace</li> </ul>	<ul style="list-style-type: none"> <li>• Attendance at 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 staff meetings and at organisational planning activities</li> <li>• Client satisfaction</li> <li>• Signing of relevant documentation to documentation to indicate knowledge</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.</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 monthly summary reports to the manager regarding the progress of the programs and workshops.</li></ul>	<ul style="list-style-type: none"><li>• Accuracy and efficiency of recorded information</li><li>• Number of monthly reports provided to the committee</li></ul>
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## Salary

### SCHADS Award Level 3

Continuance of position is subject to funding and satisfactory work performance. 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** – All items must be addressed in writing, to be considered for this role

1. Relevant qualifications - minimum Diploma level qualification in youth work/social work/case management, or equivalent
2. Understanding of strengths-based practice and commitment to solution focused intervention to promote meaningful change for young people and their families.
3. Own reliable transport, current drivers licence and comprehensively insured vehicle and an ability to drive a 12-seater mini bus (C-Class licence)
4. Good organisational and administrative skills, ability to manage competing priorities and time effectively, and excellent computer skills (proficient Microsoft Office, Internet Applications, and Social Media)
5. Ability to maintain and role model healthy professional boundaries and relationships.
6. 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
7. Excellent communication skills, written and verbal, most importantly to be able to engage with Young People and/or their families in an effective manner.
8. Current First Aid Certificate (or proof of enrolment to course)
9. A practical understanding of WH&S and maintaining policy and procedures

**NOTE: Must have current Working with Children Check Clearance and NDIS Worker Check for suitability for working with children, youth and vulnerable people and comply with relevant legislative requirements.**

**Desirable**

1. The ability to work with a range of community groups and establish strong networks across the Central Coast region.
2. Demonstrated ability to assess the strengths, needs and risks of children, young people and/or their families and to provide relevant information and referrals.
3. Demonstrated abilities in casework planning, implementation, monitoring, and review to address issues identified with the child, young person and/or their families.
4. A creative and flexible approach to the development and implementation of Youth programs and activities