

Regional Youth Support Services Position Description

Youth Leader & Mentor

(Casual)

SCHADS Award Level 2

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 to 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, Group 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 shopfront service centrally located in the heart of the Gosford CBD, delivering Early Intervention support, the Indigenous Justice Case Management Program, Skills-Based Group programs, Transitional Supported Accommodation, The Youth Collective Project, and 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.

One key element of the RYSS Youth Engagement Strategy is offering employment opportunities to young people in support roles within the organisation. We value the input, skills, and unique talents that young people can contribute to a support relationship, and this role provides an opportunity to utilize those skills and talents in a mentor capacity when supporting young people. Client engagement in this service is voluntary, flexible, and tailored to meet the individual and cultural needs of the young people. A high focus of the program is living skills and accommodation support, and cultural connection and development, and the role of Youth Leader & mentor offers 1:1 and group support to clients who engage RYSS to



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provide these services. The role complements the case management support being delivered by offering an additional guide and support for young people as they work towards their identified goals.

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 the Federally Funded Indigenous Justice Program. These principles form the basis for RYSS KPI measures. 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

Responsible to:

The Youth Leader & Mentor role can operate across multiple RYSS teams, providing mentor support to young people who are engaged with our Casework, Intensive Supports, and Disability programs, The Youth Leader & Mentor position reports to the Team Leader of the program under which the client is receiving case management support, 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

The Youth Leader & Mentor role delivers three primary functions:

- Delivery of direct client support in the context of guidance, leadership, and mentoring to young people who are supported by a RYSS Caseworker within all RYSS programs;
- Support the RYSS staff team in the identification and delivery of the goals associated with the young person to which they are mentoring;
- Ensure stable and consistent networks and supports are available to clients accessing RYSS for assistance, including connections with health services, financial programs, Housing assistance, and culturally appropriate services and service delivery.

RYSS Mentors are required to maintaining administrative functions in line with RYSS protocols (such as adhering to schedules as rostered by the Team Leader, attendance at RYSS Team, Casework, and Program meetings when requested, collaboration with the broader RYSS team on service/event design and delivery, and regular monitoring/maintaining appropriate client engagement records.

RYSS Mentors hold responsibility for assisting direct support staff in engaging with young people and key stakeholders in delivering assistance to clients engaged in RYSS programs. Young people with varying abilities and complexity of need are often supported at RYSS, and includes people with mental illness, and intellectual disabilities, backgrounds of trauma, and social engagement challenges. Support in this program can take the form of group work, one-on-one client engagement, informal client consultation and via 'soft-entry' support opportunities. This role compliments Case Workers in their provision of support and assistance through a range of youth-focused activities and engagement strategies, driven by the needs and requirements of the young people engaged. IJP Mentors take their support and guidance strategies from their Team Leader, and are subsequently responsible for ensuring success in the three primary functions of the position.

RYSS Mentor's may also provide direct support to clients in the context of in-community support, as well as provide input into referral support and case plans for young people requiring assistance outside of the scope of this program (however it remains the responsibility of the Case Worker to determine client goals and outcomes as identified in the course of supporting the young person). When engaging with clients of the program, Mentors are required to be informed of strengths, needs and risks of young people and/or their family.

Expectations of the position – Summary

As directed by the Operations Manager, and with the guidance of the Team Leader, plan and undertake activities in accordance with the Project KPI's and funding protocols. This may include:

- Work collaboratively with the Case Work and Individual Support Team to provide appropriate programs, activities, group work, and individual-focused engagement for clients.
- Ensuring all work remains in line with RYSS policies and procedures, and supports program outcomes as outlined in the appropriate service models and funding agreements.
- Ensure supportive guidance and mentorship complements the casework with young people. This case work must be collaborative and take into consideration all aspects of the support needs of the client. This may be undertaken in a range of environments, including within a custody setting, in community settings, client homes, and within premises of other external services.
- To prioritise, maintain, and uphold service relationships maintaining effective communication and professionalism between RYSS and external stakeholders – which can include a range of Government and non-Government services, such as the Department of Communities and Justice, The Frank Baxter Detention Centre, Pacific Link Housing, and a range of community based organisations, businesses, and any other external services and organisations.
- Be accountable to the Program Team Leader, Operations Manager, CEO, and the RYSS Management Committee.
- Follow the directions and guidance of the Team Leader and Operations Manager relating to the development and implementation of programs, activities, client supports, cultural engagement, and program promotion.
- Providing regular feedback to the Team Leader and record regular engagement summaries
- Attending training, meetings, and interagencies as directed

Expectations of the position - Skills

- IT – typing ability, knowledge of Microsoft Office, web 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.
- Active Listening – Giving 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 – To be able to research and analyse information and evaluate options to choose the best, most appropriate solution to solve problems.
- Critical Thinking – Using 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, and clients, to be able to suggest improvements.
- Current drivers' licence – and an ability to drive a mini bus

Expectations of the position - Knowledge

- Issues relating to young people and their families
- Local services and agencies, including services aligned with supporting young people with health, disability, education, cultural, and employment needs, and those that assist young people experiencing homelessness, drug and alcohol issues, and those vulnerable to domestic and family violence
- Understanding of geographical target areas of the Central Coast, and further understanding of support needs in this context

Expectations of the position - Experience and Qualifications

- Ability to demonstrate experience in the provision of mentor-style support to Young People, including young Aboriginal people
- Contributing to the design and implementation of Groups, Events, or Activities, ideally targeting young participants, or a willingness to develop this experience.
- Current First Aid Certificate

Position Responsibilities

Key Result Areas	Key Tasks	Key Performance Indicators
<p>Mentorship of Clients (A strengths-based approach involves recognising, fostering and building on people's skills, capacities and competencies)</p>	<ul style="list-style-type: none"> • Assist with the development of life skills, and guide positive social development that addresses needs relevant to young people and guide them to reach their goals. • Undertake strengths-based, client centred support with young people that ensures they are linked to ongoing support as a result of their engagement in the program. • Identification and record strengths, goals, objectives and tasks of young people engaged via the project. • Participate in the development and delivery of activities and programs specifically targeting young people who require support with education, employment, AOD use, and/or engagement in crime. • Deliver support in a culturally competent and respectful manner. 	<ul style="list-style-type: none"> • Young people who say the project addressed their identified need • Young people state they learnt new things, feel more confident, and/or can identify positive change • Young people, parents/carers report having more support that results in an increase in strengths • Client feedback aligns with the delivery of cultural respect and community access and empowerment • Number of clients engaged per hotspot program Number of young people engaged who as a result of



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	<ul style="list-style-type: none"> • Support self-determination for young people and families and appropriately involve staff, communities and service providers. • Develop and deliver client support in alignment with the principles of Trauma Informed Care 	<p>the project return to education or employment</p> <ul style="list-style-type: none"> • Number of young people who are linked to ongoing support as a result of the project • Number of young people with reduced AOD use • Number of young people with reduced engagement in crime and/or antisocial behaviour
<p>Community & Cultural Linking</p>	<ul style="list-style-type: none"> • Assist clients in their connection to their community and where appropriate Indigenous culture, exposure to cultural activities, and engagement in practical programs and supports that foster and develop understanding and connectedness with their community • Incorporate personal development and connection programs, activities, tasks, and recreational events that encourage living skill development, community awareness, and connection to culture. • Attend any relevant interagencies, forums, and community/program delivery development functions that will assist in the implementation of the project. • Actively implement learnings from community engagement opportunities <p>Work collaboratively with other relevant agencies and organisations in the development and delivery of the Project.</p>	<ul style="list-style-type: none"> • Number of supported clients who identify these elements of support in their case plan • Number of clients who engage in these programs and activities • Number of clients who report and/or demonstrate greater cultural connection and development. • Number of referrals made to other agencies • Attendance at community meetings • Provide feedback and information from community engagements • Provide feedback and recommendations from community engagements to the Operations Manager
<p>Organisational Responsibilities</p>	<ul style="list-style-type: none"> • Providing quality services to meet the Key Performance Indicators (KPIs') requirements. • To record and collate relevant information of service provision of the support activity components to assist in RYSS meeting organisational KPI's • Promote RYSS services, utilising various media options, such as the internet, local newspapers and radio, as authorised by the Operations Manager. • Identify funding opportunities – research potential funding sources, write or assist with funding 	<ul style="list-style-type: none"> • Monitor outcomes and record in reports. • Utilise client management systems to record all client contact, assessments, referral, and demographic information • Number of funding opportunities identified & occasions assisted with preparations & reporting.



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	<p>submissions and complete reports as required for successful applications, as directed by the Operations Manager.</p>	
<p>Team Responsibilities</p>	<ul style="list-style-type: none"> • Participate in performance appraisals. • Meet with The Team Leader on a monthly basis for workplace supervision. • Participate in scheduled cultural, Group, and formal supervision as required by the Operations Manager. • Maintenance and improvement of professional knowledge and skills and identify areas of further training or professional development to assist with the delivery of the role • Prepare information for, and participate in, staff meetings and regularly maintain communication with co-workers. • Monitor, model, and implement a high standard of staff presentation, engagement, behaviour, and representation both within RYSS and externally when representing RYSS in the community • Participate in organisational planning activities as required by the Operations Manager. • Attend service meetings as required and feedback information from these at meeting at RYSS Team or Casework meetings. • Ensure policies and procedures of RYSS are maintained by staff, as well as complying with relevant legislation, statutory requirements and other industry standards as appropriate. • Ensure that the EEO policy is adhered to. • Ensure WHS practices are followed, and all WHS protocols are adhered to by the broader team, to ensure a safe workplace 	<ul style="list-style-type: none"> • Participate in an annual performance appraisal • Participation in supervision sessions and ensure continual performance improvement. • Provide supervision summaries for Team supervision sessions to the Operations Manager as required • Record training undertaken, and learning/skill outcomes when achieved. • All client records adhere to RYSS policy and protocol guidelines • Attendance and participation at staff meetings and at organisational planning activities • Ongoing Client satisfaction

<p>Administration</p>	<ul style="list-style-type: none"> • Maintain up-to-date client and other program notes and files in the format as required by RYSS. • Accurate recording of information for the qualitative and quantitative statistics required to meet KPIs' of service provision. • Maintain a planned work schedule, using RYSS directed software (Outlook, Office365 calendar, work diary, MYP) • Maintain a working knowledge of the TSheets schedule system, MYP CMS, email software, and other products (such as Microsoft Excel) • 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. • Provide monthly reports to Team Leader regarding progress in the role. • Attending staff, casework, and program meetings when required by the Team Leader. • Maintaining client confidentiality, in line with organisational policy and procedures and funding body requirements. • Complete documentation as required by the Operations Manager. • Submitting relevant paperwork on a fortnightly basis (petty cash etc) • Ensuring the rights and responsibilities of clients according to the Disability Service Standards 1992; Mental Health Act 2007; Work, Health and Safety legislation and other requirements as specified in the RYSS Policy and Procedures 	<ul style="list-style-type: none"> • Accuracy and efficiency of recorded information • Project team accuracy of recorded information is reflected in all client files, software systems, and other written documentation • Demonstrated capacity in use of required software and online database systems • Regular attendance at identified meetings • Monthly reports submitted to Operations Manager • Program delivery reflects adherence to relevant standards, laws, and policy and procedure documents <p>Client feedback represents a high level of administrative function within the role of Coordinator.</p>
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Salary

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Continuance of this position is subject to funding and satisfactory work performance. This position is casual, and as such hours scheduled may vary in accordance with current legislation, and is subject to regular review.

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. Demonstrated ability to provide mentor support to young people
2. Ability to articulate how best to deliver support with compassion, initiative, and in consideration of the rights of the individual
3. A good knowledge of community services and professional support networks available on the Central Coast
4. Demonstrated knowledge of community support services for young people with complex support needs, and an ability to articulate:
 - a. A commitment to quality care
 - b. Excellent communication skills (verbal and written)
5. Own reliable transport, current drivers licence and comprehensively insured vehicle and an ability to drive a 12-seater mini bus (C-Class licence)
6. Current First Aid Certificate (or proof of enrolment to course)
7. Own mobile phone and computer

NOTE: Must have current Working with Children Check and National Police Clearance/NDIS Worker Check that confirms your suitability for working with children, youth and vulnerable people, and compliance with relevant legislative requirements.

Desirable Criteria

1. Further qualifications in mental health/youth work/social work, and experience in working with people with mental illness, complex needs, and/or backgrounds of trauma.
2. Commitment to undertake training in Community Support, Youth Mental Health First Aid, Trauma Informed Care, and other training as identified by the Operations Manager.