

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

### **RYSS Group Facilitator**

#### **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.

## 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 a range of programs funded via Federal, State, and local grants, as well as through privately funded programs and projects. RYSS outcomes align with principles as outlined in the respective program outlines, which consequently form the basis for RYSS KPI measures.

All provision of support at RYSS:

- 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
- Emphasises 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

The Group Facilitator position reports to the Team Leader responsible for the program or activity under which a Group is being delivered. RYSS Team Leaders are in turn accountable to the Operations Manager and CEO.

There are no roles that report to this position.

## **The Role**

This role of Group Facilitator is a varied and multi-faceted position delivering group work to young people in a range of contexts. RYSS offers a range of innovative group activities, workshops, and projects to young people across the Central Coast – with a focus on skill development and independence building, improving social capacity and engagement with peers, and in line with a range of evidence-based workshops and content.

Some groups require prior qualification or facilitator training in order to formally provide content, some groups are peer-led activities by RYSS Youth Leaders, and some are incorporated within existing funding streams and projects. RYSS also develops an innovative range of workshop and activity projects designed to address emerging needs of young people in the community.

RYSS Group Facilitators require a confident, calm, and respectful approach to content delivery, grounded in the specific expertise, qualification, or in-house training related to the activity being delivered. The role requires a good understanding of the needs of young people, including Indigenous young people, those with disability, those who have experienced trauma or backgrounds of disadvantage, and those who have complex support needs.

Group facilitators may be employed to deliver specific groups based on a pre-determined skill set or qualification requested by RYSS Management, or may be employed to further develop, refine and then deliver existing content.

Group Facilitators may be 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 duties in accordance with the direction of RYSS. This includes:

- Engage young people and families and staff and stakeholder partners in the consultation process of programs.
- Adhere to an existing delivery schedule and implement those scheduled programs with RYSS. Assist in the delivery and facilitation of workshops, programs, and support groups to young people and young families
- Perform any other duties related to group delivery required under the provision of this role, as informed by the Operations Manager.



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

- Plan and implement Group programming – including workshops, projects, training, and development
- 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 — 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 – ability to drive a mini bus

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

- Understand the principles of the Targeted Early intervention framework as outlined by Department of Communities and Justice modeling
- Understanding of the National Disability Standards, and the application of those standards to the provision of programs and activities for young people
- Understanding current and emerging trends and issues relating to young people, their families, and specifically young families
- Experience working with young people
- Tertiary 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   |
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| <p><b>Consultation &amp; Collaboration</b></p>                  | <ul style="list-style-type: none"> <li>Engage key stakeholders of RYSS in order to effectively assess the current and future needs of RYSS client groups in relation to the delivery of skills based activities for groups</li> <li>Ensure consultation is delivered in a respectful and demographically appropriate manner.</li> <li>Consult with clients on a range of issues to assess need and assist with access to appropriate services.</li> <li>Ensure consultation remains focused on design and programming for clients (including children, young people, families, and young people with a disability), and 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>Direct contact with representative groups of young people, families, RYSS staff, external services</li> <li>Direct contact with representative numbers of EIPP client group, NDIS (Abilities) client group, IJP client group, and YAW client group</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> </ul> |
| <p><b>Planning and Design of RYSS Groups and Activities</b></p> | <ul style="list-style-type: none"> <li>Create timelined workplans for Consultation, Implementation, and Evaluation of the program.</li> <li>Delivery of Group work and activities provides a context in which to 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>Planning and design incorporates the diverse needs reflected across various RYSS (EIPP/IJP/Abilities/The BUS/The HUB)</li> <li>Monitor the effectiveness of the services and programs being designed to ensure accessibility for the client groups targeted.</li> </ul>   | <ul style="list-style-type: none"> <li>Work plan created no later than 2 weeks prior to delivery date</li> <li>Identifiable pathways for entry and referral exist within design</li> <li>Development of Group and Activity templates that allow for stated contexts</li> </ul>   |
| <p><b>RYSS Group Programming</b></p>                            | <ul style="list-style-type: none"> <li>Develop group programming that is innovative and adaptable to the varying</li> </ul>   | <ul style="list-style-type: none"> <li>Group design is relatable to the consultation and</li> </ul>  |

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|                          | <p>needs of young people accessing RYSS services</p> <ul style="list-style-type: none"> <li>• Assess the appropriateness of the structure and spectrum of current and potential group activities that are relevant to:             <ul style="list-style-type: none"> <li>○ NDIS/Abilities</li> <li>○ TEI</li> <li>○ Young people</li> <li>○ The Youth Hub</li> <li>○ The BUS</li> </ul> </li> <li>• Implement and Monitor activities and programs that assist with the development of life skills and independence 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>• Ensure effective referral pathways exist between Group engagement activities and other RYSS programs and services</li> <li>• Design and structure groups that demonstrate cultural competence and respect, support self-determination for Aboriginal children, young people and families and appropriately involve Aboriginal staff, communities and service providers</li> <li>• Develop/adhere to an effective evaluation framework for RYSS Group programs and activities</li> </ul> | <p>collaboration phase of the project</p> <ul style="list-style-type: none"> <li>• Client self-report surveys reflect high satisfaction with group design and delivery</li> <li>• Group participation is reflective of minimal viable standards per group as set by RYSS management</li> <li>• High ratio (80%) referral : completion rate</li> <li>• Group participation yields active referrals into other RYSS programs and services for ongoing support and follow up</li> <li>• Number/percentage of young people, parents/carers who report having more support and are 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>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> </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>  |



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|   | <ul style="list-style-type: none"> <li>• Provide a safe and secure environment for young people.</li> <li>• Role model appropriate behaviour.</li> </ul>   |   |
| <b>Strengthening Community partnerships</b> | <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> </ul>   |
| <b>Organisational Responsibilities</b>      | <ul style="list-style-type: none"> <li>• Assist RYSS with achieving the organisational outcomes by providing quality services and programs meet the Key Performance Indicators (KPIs') requirements of the Early Intervention and Placement Program (EIPP) based on the relevant funding stream</li> <li>• Record and collate relevant information of service provision of the EIPP activity components 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 (MYP) to record all client contact, assessments, referral, and demographic information, identify key priority areas of support need based on RYSS client demographic and support records</li> </ul>   |
| <b>Individual and Team Responsibilities</b> | <ul style="list-style-type: none"> <li>• Meet with the Team Leader on a monthly basis for work supervision.</li> <li>• Prepare information for and participate in scheduled staff meetings as requested by Operations Manager, 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> </ul> | <ul style="list-style-type: none"> <li>• Attendance and participation in supervision sessions</li> <li>• Attendance/Participation at staff meetings and organisational planning activities</li> <li>• Client satisfaction</li> <li>• Confirmed acknowledgement of and ongoing adherence to RYSS Policy and Procedures, WHS guidelines, and EEO policy (including RYSS Staff Handbook and WHS Handbook)</li> </ul> |



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|                              | <ul style="list-style-type: none"> <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>• Frequency of attendance at appropriate interagencies, forums, and info sessions.</li> </ul>                               |
| <p><b>Administration</b></p> | <ul style="list-style-type: none"> <li>• Maintain up-to-date records and files on engagement with 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 diary, 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> |

## 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.



**Essential Criteria** – All items must be addressed in writing, to be considered for this role

Demonstrated ability to deliver group activities to young people

Relevant training in youth work, community service, or related qualification - minimum Certificate III level

Understanding of strengths based practice and commitment to solution focused intervention to promote meaningful change for young people and their families.

Own reliable transport, current drivers licence and comprehensively insured vehicle and an ability to drive a 12-seater mini bus (C-Class licence)

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)

Ability to maintain and role model healthy professional boundaries and relationships.

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

Excellent communication skills, written and verbal, most importantly to be able to engage with Young People and/or their families in an effective manner.

Current First Aid Certificate (or proof of enrolment to course)

A practical understanding of WH&S and maintaining policy and procedures

The ability to work with a range of community groups and establish strong networks across the Central Coast region.

A creative and flexible approach to the development and implementation of Youth programs and activities

**NOTE: Must have current Working with Children Check Clearance and NDIS Worker Check ('NDISWC') for suitability for working with children, youth and vulnerable people and comply with relevant legislative requirements. No offer of employment will be made without confirmation of these being provided.**