



JOB AND PERSON SPECIFICATION

JOB SPECIFICATION

Title:	Youth Connections Caseworker
Reports to:	Youth Connections Program Coordinator
Location:	Coffs Harbour
Employment Status:	Permanent Part-Time
Remuneration:	35 hours / 4 days Package Value: \$56,000 - \$62,000 pa inc Superannuation, Motor Vehicle, Leave Loading and Salary Sacrifice or 17.5 hours / 2 days Package Value: \$23,500 - \$26,500 pa – inc Superannuation, Leave Loading and Salary Sacrifice Labour Market Assistance Industry Award classification – Training & Placement Officer Grade 2
Key Relationships:	<ul style="list-style-type: none">➤ NORTEC Youth Services Manager➤ NORTEC Youth Connections Program Coordinator➤ Youth Connections Steering Committee Members➤ External Funding Bodies, Government Agencies and Representatives and Industry Personnel
Primary Job Purpose:	<i>To exceed performance expectations in the delivery of Youth Connections services providing assessment, case managed assistance (individualised support), outreach programs and activities for Youth Connections participants.</i>



Youth Connections Caseworker

Key Responsibilities and Performance Requirements

Assist young people to address barriers and risk factors to remain engaged or re-engage with education or alternatives through to the achievement of Yr 12 or equivalent by effective delivery of Youth Connections services.

- Register minimum number of eligible young people (caseload) to achieve Youth Connections contracted business levels.
- Provide accurate assessment of at-risk young people to determine Youth Connections eligibility
- Facilitate the development of a Re-engagement Plan (REPlan) for each Youth Connections participant to address and overcome barriers and risk factors, and to document Service Type, identified strategies and support provided to achieve positive outcomes for young people
- Deliver individualised case management and personal support in accordance with identified Service Type and negotiated contact frequency
- Provide general counselling, inter-personal role modelling and mentoring to develop participant personal strengths / protective factors towards increasing confidence, resilience, self-efficacy and general wellbeing
- Provide referral and advocacy to support participants to access specialist services including education, training, or alternative transition pathways

Support the achievement of outcomes for young people participating in Youth Connections

- Support participants to achieve outcomes (final and progressive) to meet contracted business levels in line with quarterly monitoring, including:
 - Retention or re-engagement for Service Types 1 and 2a Youth Connections participants progressing towards year 12 or its equivalent
 - Reduced impact of individually identified barriers and risk factors for participants
 - Achievement of personal development outcomes for participants including increased self-esteem, personal and social confidence, resilience, self-efficacy and general wellbeing
 - Where appropriate, support the engagement of severely disengaged young people in case managed Service Types 1, 2a or 2b via participation in Service Type 3 Re-engagement and Outreach activities
- Contribute to successful Youth Connections performance by exceeding Key Performance Indicators
- Ensure that services and activities are within DEEWR Youth Connections Guidelines, NORTEC's Service Delivery Model, and are within allocated budgets

Effective development and delivery of Youth Engagement Projects (YEPs) and Re-engagement and Outreach activities for young people at-risk of disengaging and severely disengaged young people.

- Contribute to the design, development and delivery of Youth Engagement Projects, Re-Engagement and Outreach activities in consultation with the Program Coordinator and Youth Connections Steering Committee.
 - Review and develop all group activities in consultation with target groups / young people, schools, training providers, specialist service providers, families and communities to identify needs and/or service gaps
- Adhere to prescribed policies and procedures in all instances i.e. risk assessment and parental permissions



Youth Connections Caseworker

Key Responsibilities and Performance Requirements (continued)

Development of productive relationships with Key Stakeholders that strengthen services for at risk young people, and support the connection of other service providers in the region.

Contribute to the development and maintenance of relationships with Key Stakeholders to facilitate services in line with wider regional initiatives, and actively participate in partnership activities, networks and inter-agencies to promote Youth Connections and its capacity to align and collaborate with other services. Key Stakeholders include, but are not limited to:

- Young people at risk of disengaging from education and/or those already disengaged from education
- Individual school communities including Primary and Secondary schools, their executive, welfare and support personnel, and Parent and Citizen associations as appropriate
- NSW Department of Education and Training Student Services staff i.e. Home School Liaison Officers
- Public and independent school inter-agency networks
- Other education and training provider organisations and inter-agency networks
- Youth and community service provider organisations and inter-agency networks
- Government Department services and inter-agency networks

Data maintenance of Youth Connections record systems to ensure timely, secure and private data collection.

- Ensure the timely collection, recording and updating of participant personal information and casework data to prescribed standards on DEEWR's YATMIS system. Specifically: assessment, REPlan, contact schedule, assistance provided and outcomes achieved
- Secure, private storage of hard copy and electronic information in accordance with DEEWR Records Rules
- Effective information sharing / communication to ensure DEEWR Youth Connections Program Delegates, NORTEC Youth Services and other NORTEC personnel (where appropriate) have access to participant information and progress tracking

Contribute to team-based practices, decision making and participate in staff meetings and activities

- Flexibility to participate in occasional after hours / weekend work in order to connect with severely disengaged young people e.g. Youth Week events
- Participation in quarterly performance and strategy reviews and further relevant education and training where negotiated
- Minimum 90% attendance rate at nominated staff meetings and company development activities
- Provide relief and/or back up services to the Team, as required
- Provide after hours 1800 Freecall supervision, as rostered
- Participation in office housekeeping to maintain a professional working environment.



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Key Responsibilities and Performance Requirements (continued)

Adherence to:

- Youth Connections Program Guidelines
- DEEWR Service Guarantee and Code of Conduct
- NORTEC Vision Mission and Values
- Company Handbook
- Company and Unit Policies & Procedures
- Privacy Act and Deed of Confidentiality
- OH&S principles

and

- No evidence of failure to adhere to Company, Unit or contractual policies, procedures and guidelines
- No evidence of breach of NORTEC Privacy Policy or Deed of Confidentiality
- Evidence that all work produced is able to withstand scrutiny confirmed by regular audits



Youth Connections Caseworker

Duty Statement

1. Conduct formal assessment of young people to determine Youth Connections eligibility including assessment of identified barriers and risk factors in regards to remaining engaged with education (or alternatives) towards the achievement of Year 12 or its equivalent.
2. Negotiate and prepare (or modify) participant Re-engagement Plan (REPlan) to address identified barriers and risk factors, and to outline activities identified to assist participant to achieve outcomes.
3. Provide general counselling, inter-personal role modelling and mentoring to encourage and support young people to develop strengths and skills towards increasing their self-esteem, personal and social confidence, resilience, self-efficacy and general wellbeing.
4. Coordinate and support referral to and advocacy with other specialist services to address personal barriers and risk factors, including schools and alternative education and training providers to stabilise engagement and/or successfully re-engage young people with education, family and community.
5. Maintain regular contact with participants to monitor progress against REPlan, and provide support towards achieving outcomes
6. Provide follow-up support in accordance with identified Service Type and negotiated contact frequency.
7. Design, develop and deliver Service Types 1 and 2a group activities (Youth Engagement Projects – YEPs) to address the identified needs of Youth Connections participants.
8. Contribute to the design and development of Type 3 Re-engagement and Outreach activities in coordination with the Program Coordinator and Youth Connections Steering Committee. Participate, where appropriate, in the delivery of these activities to develop relationships and trust with dis-engaged young people, with the primary aim of engaging them in case managed Service Types 1, 2a and 2b.
9. Where appropriate, participate in occasional after hours / weekend work in order to connect with severely disengaged young people e.g. Youth Week events.
10. Outreach Service Types 1 and 2a by delivering services to participants in outlying areas within the region.
11. Proactively maintain and demonstrate a strong operational knowledge of DEEWR Youth Connections Guidelines and contractual requirements, and NORTEC's Service Delivery Model.
12. Adhere to NORTEC's Youth Connections Code of Practice and Youth Services Policies and Procedures manual.
13. Proactively maintain and demonstrate a strong operational knowledge of DEEWR's YATMIS database, and electronically record all required information within contracted timeframes.
14. Ensure secure and private storage of hard copy and electronic information.
15. Maintain productive working relationships with Key Stakeholders towards enhancing delivery of Youth Connections services within the region.
16. Provide after hours 1800 Freecall supervision as per roster allocation
17. Complete reports and prepare correspondence as required by Management and / or DEEWR.
18. Undertake relevant education and training as negotiated including willingness to complete mandatory training requirements within one year of commencement i.e. mental health and cultural competency / awareness training.
19. As requested, actively contribute to Youth Connections team development, strategy days and performance reviews.
20. As requested, respond to all other requests that are reasonably consistent with the role outlined in this Position Description.
21. Promote and implement the principles and practices of EEO, OH&S, and Company Vision, Mission and Values.



Youth Connections Caseworker

Key Selection Criteria

Please Note, the named position:

- **Is subject to completion of State and National Police Checks (clearance)**
- **Requires that applicants hold a current drivers license**

Essential:

1. Qualifications or relevant experience (minimum 2 years) in youth or related services including social work, teaching, psychology or community health.
2. Ability to interpret and apply Service Types outlined in the Youth Connections Guidelines for the delivery of individualised case management, promoting successful participant engagement with education through to Year 12 (or its equivalent); with family; and community.
3. Ability to apply inherent requirements of the role, as Caseworker
 - a. Effective interpersonal communication (verbal and written) with Youth Connections participants and Key Stakeholders
 - b. Timely record keeping and prescribed case management documentation, using intermediate computer skills (Microsoft Office and data management systems)
 - c. Proven track record working with individual performance targets
4. Demonstrated experience in relationship building with regional education providers, community service networks and inter-agencies to align and collaborate program initiatives with other services
5. Ability to contribute to, and be part of a flexible team to continually improve service delivery methods and achieve positive outcomes for young people.
6. Demonstrated knowledge and application of contemporary workplace relations including EEO, OH&S, Anti-Discrimination Policy including Disability Discrimination and Privacy legislation

Desirable:

1. Certificate IV in Youth or Community Services or similar relevant qualifications or demonstrated willingness to commence qualification on appointment to the position.