

**Job Title:** Aboriginal Youth Worker STAY

**Department:** Aboriginal Services

**Award:** Social Community Home Care & Disability Services Award

**Classification Level:** 3

**Reports To (Title):** Manager Aboriginal Services and Community Partnerships

**Direct Reports:** No

## About ac.care

At ac.care we want all country people to have a safe home, enough money to live on and strong, positive relationships.

ac.care is a non-government organisation (NGO) and everything we do is underpinned by our core values (CARE - Compassion, Adaptability, Relationships, Excellence). Together, as one team we CARE to ensure all country people experience a seamless and consistent ac.care service in a welcoming and non-judgemental environment.

ac.care is a *Child Safe Organisation* and provides an environment where the safety of children and young people is our highest priority as well as providing culturally appropriate services.

## About the Job

The Aboriginal Youth Worker STAY will work collaboratively as a team member to deliver culturally-appropriate, flexible, intensive and effective support services for young Aboriginal people aged from 10–25 years who have multiple complex needs.

This role will encourage increased social interaction, community and cultural connection, and promote positive lifestyle choices, promoting stability and improved emotional wellbeing.

## Key Outcomes

### Job responsibilities

- Assist Manager and team with planning and coordination of program activities.
- Identify and contribute to service delivery performance outcomes.
- Develop and implement programs teaching young people practical living skills, conflict resolution skills, how to make healthy choices and take responsibility for own actions.
- Promote and encourage positive relationships with parents, family and community.
- Participate and assist in the development and implementation of frameworks, policies,

### Organisational responsibilities

- Demonstrates appropriate and professional workplace behaviours that are in line with ac.care Policy and Procedures.
- Actively participates in ac.care's Performance Development and Review Program.
- Actively promotes and role models the ac.care values of Compassion, Adaptability, Relationships and Excellence and desired ac.care Way behaviours.
- Actively speaks up, reports and challenges bias and intolerance within the workplace, e.g. misconduct, illegal and inappropriate



guidelines and other resources that deliver business outcomes for ac.care.

- Manage risk in accordance with ac.care policies and procedures and legislative requirements.
  - Be a positive role model for young Aboriginal people and the community.
  - Work collaboratively, developing respectful and compassionate relationships/partnerships with internal and external stakeholders to deliver high quality outcomes.
  - Work effectively with line manager and other members as part of 'one ac.care team'.
  - Coordinate and deliver a wide range of activities associated with program/service delivery that keep young people at the centre of planning, decisions and actions.
  - Apply a case work service which is inclusive, respectful, tailored and appropriate to the young person's circumstances and needs e.g. develop and implement individual case plans and strategies to meet their needs.
  - Promote and refer young people to other services to address their needs and assist them in reaching their goals.
  - Support and encourage the development and confidence of young people to achieve self-advocacy.
  - Provide support and assistance to community based initiatives and attend community meetings and/or events as required.
  - Responsible for managing time, setting priorities, planning, and organisation of own work.
  - Participate in the evaluation, monitoring and reporting of program activities to determine their effectiveness and contribute to identifying strategies to address any deficits.
  - Keep accurate and appropriate documentation and statistical data in accordance with program and funding body requirements.
- behaviour, conflicts of interest, racism and bullying and harassment.
  - Maintains a commitment to Equal Employment Opportunity (EEO), Diversity and Inclusion, Ethical Conduct and record keeping within legislative requirements.
  - Maintains a commitment to the ac.care Reconciliation Plan (RAP), demonstrating respect and support for Aboriginal and Torres Strait Islander people.
  - Actively contributes to a culture and environment where children and young people's safety and wellbeing is at the centre of thought, values and actions.



- Maintain records as required by ac.care, provide written reports and maintain confidentiality.
- Provide specialist advice and reporting on relevant issues to management.
- Ensure compliance with all statutory, legal and ethical obligations and participate in compliance audits.
- Apply computing programming knowledge and skills in systems development, maintenance and implementation under the direction of the program manager.
- Ensure the quality of service through active participation in supervision and training, to ensure services provided are ethical, of a high standard and fulfil the requirements of the funding body.
- Promote and contribute to an environment of continuous learning and improvement through training, coaching and mentoring clients, and/or agency staff as required e.g. share learnings with colleagues.
- Contribute to the development of self-reflective practices that build understanding of individual cases for the best possible outcome of each client.
- Facilitate access to information, resources, education and training for clients.

## Work Health and Safety responsibilities

- Accepts responsibility for own and others safety.
- Actively participates in consultation about work, health and safety issues.
- Identifies and reports hazards and incidents and identifies risk controls where appropriate.



## Key Relationships

- Works collaboratively with ac.care executives, senior managers, program managers, staff and volunteers.
- Develops and maintains positive relationships with ac.care partners, other Non-Government Organisations (NGO) and local community businesses.
- SA and Commonwealth Government Departments, e.g. Department of Human Services, Department of Health, Department for Child Protection and other government departments as required.



## Special Conditions

- Hold a current Provisional or 'Class C' or interstate equivalent driver's licence.
- Satisfactory Employment Screening Assessment(s) required for this role in line with ac.care Policy:
  - Working with Children Check
  - National Police Check
  - Psychological Suitability Assessment
  - Medical or Functional Assessment
- Hold or working towards the following Membership/Accreditation/Qualification:
- Out of hours work may be required from time to time.
- Client transportation required and/or client visitation outside of the office required.
- Intra and interstate travel may be required.

## Key Selection Criteria

### Essential

- Life experience or relevant understanding, knowledge (3-4 years') through previous appointments of Aboriginal culture, today's issues and Australia's shared history and the impact/s on Aboriginal young people today.
- Relevant qualification e.g. Certificate III or higher in a Community Services or Child, Youth & family Intervention with 3-4 years' experience.
- Proven ability to develop relationships with Aboriginal people, their families and communities.
- Demonstrated experience in working with and being sensitive to the needs of others, in a welcoming and non-judgmental environment, acting with diplomacy, tact, empathy, privacy and confidentiality e.g. vulnerable communities, low income earners, homelessness, cultural groups and/or disadvantaged members of the community.
- Demonstrated experience in case management, case noting, personal plans and referrals, including professional report and letter writing.
- Understanding and knowledge of the issues associated with young people (drugs, alcohol, mental health, suicide and self-harming behaviour), the influences and effects of the social environment and advocating with and on behalf of those who are disadvantaged.
- Highly developed skills in negotiation and liaison using conflict resolution, mediation and advocacy skills.
- Developed communication skills (listening, verbal and written), including the ability to establish rapport and maintain a positive relationship with clients and other service providers.
- Developed skills in Microsoft Office and databases e.g. word, excel, PPT, outlook and data entry.
- Experience working within a cross functional environment (multiple service delivery programs at one site) to achieve client focused outcomes, and organisational strategic objectives.



- Demonstrated experience in identifying, reporting and implementing Work Health and Safety procedures and initiatives for personal safety and the safety of others.

## Highly Regarded

- Experience in working with young people (individually or in groups) with multiple and complex needs, including mental health, homelessness, drug/alcohol issues.
- Experience or knowledge in counselling.
- Knowledge of community resources (e.g. Significant Elders and Community members, community groups, social and sporting groups)
- Demonstrated use of self-reflective practices that build the ability to identify and manage own emotional responses to clients being supported.
- Experience working with culturally and linguistically diverse (CALD) and Aboriginal and Torres Strait Islander backgrounds.

## Competencies

The following is derived from the ac.care Workforce Competency Framework which outlines the desired competencies and behaviours ac.care wants demonstrated by its leaders, teams, staff and volunteers.



### Team Member

Competency	Behavioural Indicators
<b>Shapes strategic thinking</b>	<ul style="list-style-type: none"> <li>• Align own work activities to ac.care strategic goals</li> <li>• Demonstrate responsibility for achieving results and agreed targets</li> </ul>
<b>Achieves results</b>	<ul style="list-style-type: none"> <li>• Be productive, prioritise work through effective planning, monitoring and time management</li> <li>• Identify causes for lack of success, which may or may not involve yourself, and take action to ensure future success</li> <li>• Participate in team decision making and achievement of outcomes</li> </ul>
<b>Drives business excellence</b>	<ul style="list-style-type: none"> <li>• Listen, ask questions, make suggestions and raise challenging issues and seek alternative ways of working</li> <li>• Support new system improvement initiatives and technologies</li> </ul>
<b>Leading self and others</b>	<ul style="list-style-type: none"> <li>• Exercise situational leadership through sharing ideas and actions that drive improvements</li> <li>• Share skills, knowledge and encourage others to learn</li> <li>• Consider how your actions and interpersonal style and words may impact others</li> </ul>



# Job Description

Team Member

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## **Builds relationships and engages others**

- Collaborate with others to achieve shared outcomes, shared ideas, approaches or insights
- Listen, be open to the inputs of stakeholders, individual viewpoints, opinions, experiences, values and beliefs

## **EMPLOYEE ACCEPTANCE**

I  acknowledge that I have read, understood, and agree to the job description.

Date:

Signature:

