

JOB DESCRIPTION

Title	Children and Young People Support Worker
Department	Children and Young People Support Services
Responsible to	Support Services Coordinator/CYPSS Team Manager/ or other equivalent role
Responsible for (If applicable)	NA

Overall Purpose/Aim:

To make a positive and lasting difference to children and young people through the provision of quality care in a family setting whilst working within the parameters of the Key Assets Practice Framework.

CORE TASKS AND RESPONSIBILITIES

- Undertake structured supervision and observation of contact with family members which may entail participating in activities both within and outside the agency premises
- Provide transport and/or escort to children and young people where necessary and appropriate
- Support children and young people who may have suffered trauma and subsequently present complex needs and challenging behaviour, utilising understanding of impact of trauma on children and appropriate responses that contribute to the healing of those children and young people.
- Support children and young people on an individual or group basis in a flexible and creative way through a variety of activities and events
- Assist in or coordinate events and children's activities as required
- Keep comprehensive records of work undertaken and provide these as required in a prompt timeframe, in line with Key Assets Policies and Procedures alongside preparing other appropriate records; including preparing reports for reviews, case conferences and courts
- Keep confidential data secure in line with Key Assets Policies and Procedures
- Observe and implement Child Safeguarding Procedures and adhere to safer caring guidelines
- Ensure that Health and Safety is observed in the course of employment, and comply with all Key Assets Policies and Procedures and the relevant government care standards
- Create and maintain a safe and clean environment
- Ensure, through active involvement in the assessment processes and outcomes that all activities are thoroughly risk assessed
- Provide a service which promotes equality, diversity and rights for all children and young people and all associated with the service
- Liaise with other agencies and professionals
- Where appropriate support children/young people through specialist bespoke services i.e. Leaving Care, Disability and Education Services, Parent and Child placements and work in partnership to promote business growth with purchasers
- Participate in team parenting meetings and other professional meetings

- Demonstrate a commitment to further professional development and support and contribute to the learning of colleagues, carers and students

The role will involve frequent travel across the greater service location/region, including overnight stays away from home

Additional Duties

- The post holder will be expected to demonstrate the Key Assets' values
- The post holder will be expected to undertake any training and development deemed necessary for the pursuance of the post.
- The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use Company electronic systems effectively
- The post holder will be expected to ensure compliance with Equal Opportunities Policy and Procedure in all employment practices.
- The post holder will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds.
- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter or serious complaint.

It is the nature of work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.

PERSON SPECIFICATION
Support Worker (Children and Young People)

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

Key: Assessed by Application Form: **A**
 Assessed at Interview: **I**
 Assessed by Test/ Exercise (if applicable) **T**
 Assessed by Documentary Evidence **D**

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
Education/ Qualifications						
<ul style="list-style-type: none"> Certificate III in Children’s Service/ equivalent qualifications/ training in youth or social care 	Desirable		✓	✓		✓
Experience/ Training						
<ul style="list-style-type: none"> Must be able to evidence 2 years’ experience of working directly with children/young people, including Teenagers, in the care system or other relevant field both through individual and group work 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Evidenced experience of working with children with trauma related challenging behaviours in an effective and appropriate way 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> To be able to evidence an understanding of the use of IT and electronic communications including the use of Microsoft Office in particular Word, Excel and Outlook email 	Desirable		✓	✓	✓	
<ul style="list-style-type: none"> Knowledge and experience of the issues related to working with disabled children and young people and their families 	Essential		✓	✓		
Knowledge						
<ul style="list-style-type: none"> A comprehensive working knowledge of relevant legislation pertaining to children’s services as well as publications which inform current thinking regarding good practice and the Safeguarding of children 	Essential	✓		✓		
<ul style="list-style-type: none"> A comprehensive knowledge of all policies and procedures in relation to Safeguarding children and how they can apply in different jurisdictions across Australia and New Zealand 	Essential			✓		
<ul style="list-style-type: none"> A keen awareness of external registration/inspection requirements associated with the work of Key Assets in different jurisdictions across Australia and New Zealand 	Desirable		✓	✓		
<ul style="list-style-type: none"> Knowledge of, or the ability to rapidly acquire knowledge of licensing standards across Key Assets jurisdictions, for example HSQF, ISO 9001 	Essential		✓	✓		
Personal Qualities						
<ul style="list-style-type: none"> Ability to communicate simply and effectively, both verbal and written, with a diverse staff group at all levels, recognising potential language barriers and cultural differences 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Tenacious, diligent and resilient with the ability to adopt a creative approach to problem solving in a fast paced environment 	Essential		✓	✓		

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<ul style="list-style-type: none"> Ability to work with senior management to promote the Learning and Development agenda in accordance with local legislation and company best practice 	Essential		✓	✓		
<ul style="list-style-type: none"> To be able to evidence an understanding of the use of IT and electronic communications including Microsoft Office Applications; Word, Excel, Access, Visio and email 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Keen eye for detail and ability to work with a number of different terms, conditions and processes simultaneously 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Ability to think quickly and act appropriately to business need 	Essential		✓	✓		
<ul style="list-style-type: none"> Ability to work respectfully in partnership with internal and external departments, agents/consultants and training providers 	Essential			✓		
<ul style="list-style-type: none"> Ability to work with cultural advisors to ensure that training material and delivery methods are culturally relevant 	Essential			✓		
<ul style="list-style-type: none"> Ability to work on own initiative and work as part of a wider international support team 	Essential		✓	✓		
<ul style="list-style-type: none"> Demonstrate initiative and creativity and work to quality standards 	Essential			✓		
<ul style="list-style-type: none"> Self-starter with the ability to work with a degree of autonomy, in a creative manner, within Company policies and procedures 	Essential	✓		✓		
<ul style="list-style-type: none"> Reliability, flexibility and dependability 	Essential			✓		
<ul style="list-style-type: none"> Ability to create a positive working environment where people have the opportunity to reach their potential 	Essential			✓		
<ul style="list-style-type: none"> Ability to maintain confidentiality 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Ability to work under pressure and handle changing priorities 	Essential		✓	✓		
<ul style="list-style-type: none"> Ability to work with others in remote locations 	Essential		✓	✓		
Miscellaneous						
<ul style="list-style-type: none"> A commitment to Equal Opportunities and OH&S in all work practices 	Essential		✓	✓		
<ul style="list-style-type: none"> A comprehensive working knowledge of all relevant legislation pertaining to children's services as well as publications which inform current thinking regarding best practice and the Safeguarding of children 	Essential		✓	✓		
<ul style="list-style-type: none"> A commitment to diversity and social inclusion which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds 	Essential		✓	✓		
<ul style="list-style-type: none"> A commitment to providing a professional and quality service 	Essential			✓		
<ul style="list-style-type: none"> Ability and willingness to travel extensively, including occasional nights away, may be required within throughout Australia 	Essential			✓		
<ul style="list-style-type: none"> Ability and willingness to work flexibly including, early morning and evening work as necessary to accommodate time zones 	Essential			✓		
<ul style="list-style-type: none"> Must possess a full current driving license relevant to the state this role is based 	Essential	✓	✓			✓

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<ul style="list-style-type: none"> To be confident dealing with people in sometimes stressful/ difficult situations or remotely 	Essential			✓		
<ul style="list-style-type: none"> Willingness to undertake relevant statutory and personal reference checks 	Essential			✓		
<ul style="list-style-type: none"> Be prepared to seek advice where necessary 	Essential			✓		

Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.

Candidate Verification/Acceptance of Position Description

I, have read, understood and accept all terms of my employment with Key Assets as set out in the above Position Description.

I also understand that by accepting this offer via text verification constitutes as a legal signature confirming that I acknowledge and accept all terms and conditions provided in this document and all other documents attached.

{#if [acceptance_calc] != "--"}

ACCEPTED for and on behalf of the EMPLOYEE:

Acceptance of Employee

[acceptance_status]

Name of Employee

[candidate_name]

Date

[acceptance_calc]

{#else}

CONTRACT NOT ACCEPTED AS YET

{/if}