

Job Description Form

Youth and Family Support Worker (50d)

Position Details

Position Number:	Generic
Classification:	Level 2/4
Award / Agreement:	Public Service Award 1992/ Public Sector CSA Agreement 2019
Organisational Unit:	Community Services / Service Delivery / District Office
Location:	Various
Classification Date:	
Effective Date:	March 2017

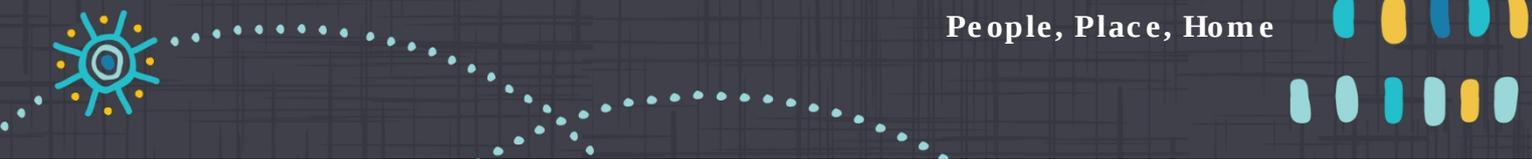
Reporting Relationships

This position reports to:

Team Leader Child Protection, Specified Calling Level 3

Positions Under Direct Supervision:

This position has no subordinates.



About the Department

The Department of Communities' mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department's direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department's functions and services include disability services; child protection and family support; social and affordable housing; community initiatives and remote regional services reform.

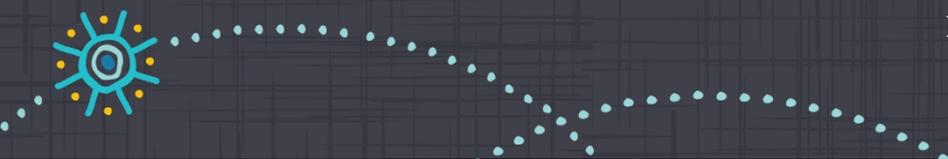
The Department provides the opportunity to implement client centred services within a single outcome-based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place-based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

Role Statement

The Youth and Family Support Worker (50d) is responsible for:

- Building and maintaining relationships with at risk Aboriginal children and young people and their families, including those in the care of the Chief Executive Officer (CEO), in particular those reluctant to access the services of the Department for Child Protection and Family Support (the Department) and /or WA Police.
- Developing and supporting short-term and long-term solutions, including those families experiencing family and domestic violence.
- Provision of advice and support to those that may disclose abuse.
- Linking identified Aboriginal families their children and at risk children and young people with relevant agencies and community resources to ensure that appropriate responses are initiated.



Duties and Responsibilities

1. Intensive Youth and Family Support – Relationship Building

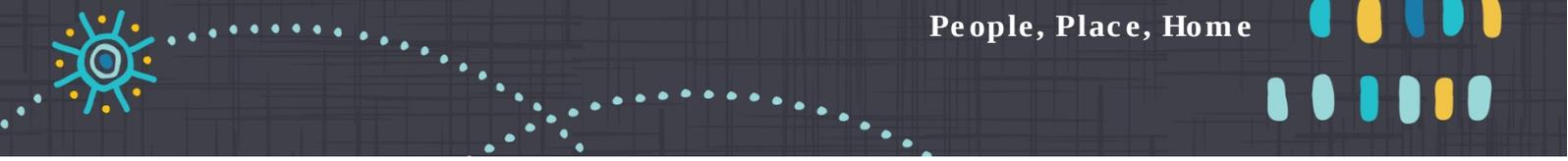
- 1.1 Provides a culturally appropriate response to meet the needs of individuals and/or families.
- 1.2 Identifies and engages with Aboriginal at risk children, young people and/or family groups, including those experiencing family and domestic violence and work with them in a manner that develops a trusting and respectful relationship.

2. Advice and Support

- 2.1 Provides intensive and hands on responses to Aboriginal families, at risk Aboriginal children and young people. This may include assisting to discuss sexual abuse and/or family violence, disclosures of abuse and managing and identifying difficult events associated with these actions.
- 2.2 Assists Aboriginal families, at risk Aboriginal children and youth to identify their strengths and identify supports that can address their issues, including family violence and child abuse.
- 2.3 Provides confidential advice, support, assistance and encouragement to Aboriginal children and young people who disclose abuse but are reluctant to access the services of the Department and WA Police.
- 2.4 Provides ongoing support, commitment and assistance to the Aboriginal children and young people and their family when linking to relevant agencies and or community resources as necessary.
- 2.5 Performs these duties after hours as required.

3. Involvement with Stakeholders

- 3.1 Liaises with relevant government agencies and community organisations when making referrals in relation to Aboriginal children and young people and their families.
- 3.2 Provides a referral point for people within communities whose children have disclosed and provides support and advice to these people.



- 3.3 Develops strong links with youth focused organisations to engage/re-engage identified children/young people with education, training and employment or other support services as required.
- 3.4 Develops strong links with family focused organisations to engage/re-engage identified families with appropriate services including housing, health and other support services.
- 3.5 Facilitates a partnership with identified young people, their families and relevant stakeholders to ensure coordinated and holistic responses are provided.

4. Administration

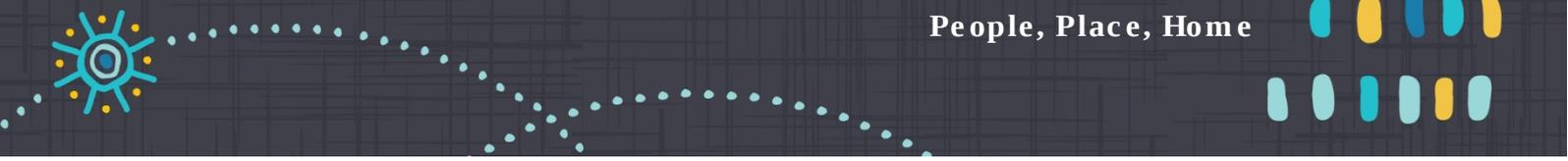
- 4.1 Maintains client records to an acceptable standard.
- 4.2 Provides timely written and verbal reports.
- 4.3 Maintains statistical and data requirements.
- 4.4 Attends regular meetings, supervision and training as scheduled.

5. Other

- 5.1 Participates in Emergency Management and Response duties as required.

6. Corporate Responsibilities

- 6.1 Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.
- 6.2 Actively participates in the Communities performance development process and pursues professional and personal development opportunities.
- 6.3 Undertakes other responsibilities as directed.



Essential Work-Related Requirements (Selection Criteria)

1. Aboriginality is a genuine qualification for this position (section 50d of the *Equal Employment Opportunity Act 1984*).
2. Demonstrated knowledge and understanding of Aboriginal culture and family structures.
3. Demonstrated skills in engaging and working respectfully with Aboriginal families and young people exhibiting high risk behaviour, including those experiencing family and domestic violence.
4. Demonstrated skills and experience in building relationships and communicating effectively with community stakeholders.
5. Ability to handle crisis and conflict situations in a range of settings.

Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory National Police Clearance.
2. Appointment is subject to a satisfactory Working with Children (WWC) Check.
3. Possession of a current Western Australian 'C' or 'C-A' Class Driver's Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time to time production of the licence may be required upon request by the Department.
4. Ability to work flexible hours.
5. Departmental Record Check.