



# Job Description Form

## Youth Support Officer (Generic)

### Youth Justice Services

#### POSITION DETAILS

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Classification Level:	Level 2
Award/Agreement:	PSA 1992 / PSGOGA 2017
Position Status:	Permanent
Organisation Unit:	Youth Justice Services Division, Diversion and Rehabilitation Services Directorate
Physical Location:	Various Regional Locations

#### REPORTING RELATIONSHIPS

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Responsible to: Team Leader (Generic) – Level 6

**THIS POSITION:** Youth Support Officer (Generic) - Level 2

#### OVERVIEW OF THE POSITION

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The Youth Justice Services Division is responsible for the safety, security and rehabilitation of young people both in the community and custody. Its core objective is to reduce reoffending among young people through: programs and services for young people on orders in the community and programs and services in custody; services to divert young people away from the criminal justice system.

The key role of the Youth Support Officer is to provide a positive role model to young people in the justice system to encourage them to develop life skills necessary to lead a law-abiding lifestyle.

Under the direction of a Senior Youth Justice Officer/Youth Justice Officer, the position supports the young person and their family to achieve desired outcomes identified in the through care and case coordination plan.

## **JOB DESCRIPTION**

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As part of the team, the successful applicant will be expected to:

- Maintain focus on the Department's goals concerning safety, security and rehabilitation;
- Work to improve communication and model integrity and respect in all interactions;
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity;
- Operate within chain of command facilities to coordinate activities required to meet the Department's strategic objectives;
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.

## **ROLE SPECIFIC RESPONSIBILITIES**

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- Provides a positive adult role model to young people to assist the young person to develop life skills necessary to encourage them towards a law-abiding lifestyle.
- Supports young people and their families to achieve desired outcomes identified in the through care and case coordination plan.
- Supports and assists young people with their through care and case coordination plan to achieve the best outcomes for their rehabilitation.
- Liaises and negotiates with internal and external stakeholders to ensure positive rehabilitation outcomes for young people engaged with the Departments' services.
- Provides, or coordinates, transport for the young person to attend relevant programs as identified in their through care and case coordination plan.
- In conjunction with the Senior Youth Justice Officer/Youth Justice Officer, promotes effective parenting and assists parents/caregivers to fulfil their responsibilities.
- Provides regular and relevant feedback and reports to the Senior Youth Justice Officer/Youth Justice Officer regarding the young person's progress against their through care and case coordination plan.
- Participates constructively and positively within workplace teams to achieve positive outcomes.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

## **JOB RELATED REQUIREMENTS**

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In the context of this position, the ability to demonstrate the following skills, knowledge and experience.

### **Shapes and Manages Strategy**

The ability to understand the Department's values and objectives how they are relevant in assigned work, and to work under direct supervision to meet timelines and priorities.

### **Achieve Results**

The ability to see tasks through to completion; rescheduling and reorganising work to reflect changes in priority. Applies own expertise to work tasks, learn new products and services and maintain accurate records and file

### **Builds Productive Relationships**

The capacity to respond under direction to changes in client needs and expectations, manage progress and keep clients informed and provide prompt and courteous service, as well as the capacity to recognise the value of individual differences and work styles.

### **Exemplifies Personal Integrity and Self-Awareness**

A demonstrated commitment to adhere to the Code of Conduct, behave honestly and ethically. Applies self to meet objectives, stay calm and professional under pressure, and provide accurate information to others. Provides accurate information, checks and confirms accuracy prior to release. Acknowledges mistakes and learns from them, and seeks guidance and advice when required

### **Communicates and Influences Effectively**

The ability to explain information using language appropriate to the client while limiting the use of jargon, listen and ask questions to ensure understanding and to confirm that the message has been understood and to discuss issues calmly.

### **Role Specific Criteria**

- Demonstrated experience working with young people, their families and communities (including Aboriginal young people, families, communities and elders).

## **SPECIAL REQUIREMENTS/EQUIPMENT**

This position is identified under section 6 of the Act (*Working with Children (Criminal Record Checking) Act 2004* (the Act) as Child Related Work. Applicants must have a current Working with Children Check or be able to successfully apply for one to be eligible for appointment to this position.

The following is a description of requirements when working in Centres/Branches that service regional areas (these requirements may also be applicable to metropolitan based positions that service regional areas):

- Travel may be required to be undertaken so there is a requirement for Youth Service Officers to drive vehicles (including 4WD) with manual transmissions and as such, a current manual driver's licence (class C) must be held when working across the State. There may also be a requirement to travel via airplane including light aircraft.

## **CERTIFICATION**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

COMMISSIONER

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

HR CERTIFICATION DATE: \_\_\_\_\_