Position Title:	Youth Worker 2 (YW2)	Department:	Operations
Reports To:	Case Manager	Supervises:	Nil
Key Internal Stakeholders:	• Youth Work Team • Case Manager • Area Manager • Area Quality & Systems	Key External Stakeholders:	• Young people • Community services and families
Employment Type:	Enterprise Agreement	Date Reviewed:	October 2021

Organisation

Safe Places is a not-for-profit organisation that provides young people at risk with intensive therapeutic support and supervision in a homely and welcoming residential care setting. Since 2006, Safe Places has grown operations from a small but passionate group of youth workers, to an organisation of local teams dedicated to supporting vulnerable young people Nationally across Queensland, New South Wales, South Australia, Victoria and Western Australia.

Safe Places has made a difference in the lives of many young people, who exhibit complex emotional and behavioural problems. Our approach is based on small, stable and consistent teams that build trust with the young person, stabilise their behaviours and give them a sense of hope and direction.

Values

Safe Places is guided by common core values. These values are embraced at all levels of the company and we seek to encourage each other to consistently demonstrate these values:

- Professional;
- Supportive;
- Responsive;
- Passionate;
- United.

Position Purpose

As part of the Youth Worker Stream, this role will work directly with young people who are vulnerable and in need of assistance, helping them to build life skills, healthy attachments and decision-making ability. The role will collaborate as part of a care team and in conjunction with other key service providers and government agencies.

Permanent employment in this role requires demonstration of competency in the job tasks through formal inductions and training, observation on shifts and obtainment of formal signoff.

Service Delivery

Role Mastery (i.e., routine and daily tasks)	• **Owns Individual Stakeholder Analysis & Management.** Professionally manages relationships with the young people, youth work team & case manager, & other relevant community services. • **Applies Contextualised Practice.** Understands and applies the Safe Places Integrative Practice Framework to day-to-day (frontline) youth care and engages in post-crisis, to better support young people with complex needs and behaviours. • **Applies Positive Management.** Builds trusting and supportive relationships, using positive guidance techniques to manage the behaviour of youth. • **Engages in Household Management.** Proactively anticipates, monitors and supports Youth with basic living needs. • **Operates with Role Clarity – YW2.** Fulfils Youth Worker 2 responsibilities of care standards, shift documentation requirements, stakeholder relationships and sole supervision (including delivering communications and managing escalations) of a young person, without immediate on-call support from YW3 or Case Manager.

This role to travel to other Safe Places locations as required and undertake work outside standard business hours to ensure quality care of our young people. This role may be required to perform other duties and assist with projects as assigned by the direct line manager.

Capabilities and Competencies

This role manages and leads self professionally and effectively, with the capabilities and competencies you will need to be successful presented below.

Strategy	
Common Purpose	• **Finds Meaning.** Understands and accepts their role within the strategic vision and mission of Safe Places. • **Follows Principles & Values.** Actively contributes towards a values-based culture of unity, support, response, passion and professionalism.
Cultural Tone	• **Displays Psychologically Safe Behaviours.** Professionally contributes to psychological safety, allowing themselves and others to engage openly and with their full selves. • **Displays Safety Ownership.** Contributes towards a health and safety culture, utilising appropriate systems, processes and considered decision making. • **Embraces Inclusion & Belonging.** Acts without bias, seeking and embracing input from people of all backgrounds, perspectives and experiences.
Empower Action	• **Engages in Organisation & Planning.** Identifies the resources necessary to support ongoing action and meet deliverables. • **Pursues Learning Agility.** Engages self to learn more, applying new information and skills quickly on the job, including technical aspects.
Leadership	
Know & Manage Self	• **Applies Self-Insights.** Recognises, controls and appropriately expresses own thoughts and feelings, internally and in social exchanges. • **Regulates Personal Wellbeing.** Professionally applies effective self-coping and wellbeing strategies to manage work stress and negative emotions. • **Operates Authentically.** Demonstrates vulnerability in a way that is authentic to self and Safe Places values and organisational needs.
Success Through People	• **Operates Collaboratively.** Works effectively with others to mutually progress objectives and outputs. • **Engages & Responds to Change.** Demonstrates an openness to engage with change, seeking appropriate clarification and support where necessary.
Outcome Focused	• **Operates Autonomously.** Accepts decision making responsibility and welcomes challenges, demonstrating judgement on when to act on or escalate. • **Accepts Accountability for Results.** Demonstrates accountability for results through active involvement in objective setting and professional development.
Service Delivery	
Pragmatic	• **Follows Instruction & Procedure.** Understands and applies relevant organisational policy and procedures, including technological, financial and operational. • **Operates through Informed Practice.** Understands and applies theoretical principles and/or best practice to job tasks. • **Accurately Writes & Reports.** Proficiency to communicate in a professional and clear style, providing factual, non-judgmental and timely accounts.
Stakeholder Mindset	• **Delivers Client Focused Service.** Understands the company's client is Young People, aligning their work and mindset to ongoing support of this stakeholder. • **Upholds Brand Reputation.** Professionally engages with internal and external stakeholders, furthering regard for the Safe Places brand through their interactions.

Quality	• **Applies Risk Management.** Performs adequate risk assessment in the role, minimising self and organisational risk. • **Adheres to Standards.** Adheres to the laws, regulations, standards, policies, and code of conducts that apply to Safe Places. • **Engages with Service Improvements.** Uses evaluative strategies and review of gathered insights to embrace new ideas and inform future practice.

Major Highlights

1. **Meaningful work**, with the opportunity to better the lives of many young people.

2. **Working with young people day-to-day**, allowing you to directly support and observe the impacts of the care provided.

3. **Collaboration** as part of a team of like-minded people, with sufficient structure and support available.

Major Challenges

1. **Significant time commitment**, with improvements often progressive over extended periods of time, requiring many hours spent away from your own family.

2. **Intensive nature of the work** requires strong professional and personal boundaries to manage challenging behaviours and maintain personal wellbeing.

3. **Working within a highly regulated sector**, continually meeting current procedural, reporting and documentation requirements.

Experience and Qualifications

Essential	
Tertiary	• Completed Qualification of at least a Certificate 4 in Child, Youth and Family Intervention, or an equivalent recognised and approved qualification.
Technical	• Successfully complete and formally obtain sign-off in Safe Places Youth Worker Induction. • Demonstrated proficiency in residential and trauma informed Youth Work. • Advanced understanding of the responsibilities and duties associated with the safe supervision of Young People. • Experience and competency using MS Suite (Word, etcetera), with ability to learn other programs. • Hold and maintain a full Australian Drivers Licence. • Some states require holding and maintaining a First Aid and CPR Certificate (see below).
Desirable	
Technical	• Hold and maintain a current First Aid and CPR Certificate (transitioning towards essential and already a requirement in some states, see below). • Provide a driver history check. • Experience networking with multi-disciplinary services and agencies.

Pre-Employment Screening

Candidates must be eligible to live and work in Australia, hold an unrestricted drivers licence and hold a Cert IV Community Services. Candidates must be willing to undergo and/or provide State specific checks as outlined below.

QLD	NSW	VIC	SA	WA
- LCS2; - Blue Card; - Hope and Healing.	- National Police Check; - NSW Working with Children Check; - Hold and maintain First Aid and CPR.	- Disqualified Carer Check; - VIC Working with Children Check; - Disqualified Carer Register. - National Police Clearance.	- SA Working with Children Check; - Suitable psychometric assessment; - National Police Clearance; - Hold and maintain First Aid and CPR (in an education and care setting).	- National Police Clearance; - WA Working with Children Check; - Department 395; - Hold and maintain First Aid and CPR.

Safe Places Culture

Employees are required to work within, and uphold the Safe Places Vision, Mission, Values and the Code of Conduct to be successful in the role.