

SOUTH BURNETT CTC INC POSITION DESCRIPTION

YOUTH WORKER – SOUTH BURNETT YOUTH HOSTEL CTC YOUTH & FAMILY SERVICES
--

Position Type	Part Time and Casual shift work – contributing to a 24 hour, 7 day per week roster including night shift (includes a sleepover) and day shift. Sh 7 day/24 hour roster. Shifts include day, night (including a sleepover), weekends and public holidays.
Program	South Burnett Youth Hostel
Location	Youth Hostel in Kingaroy (address to be provided on commencement)
Reports To	Team Leader, Youth Services
Headquarters	South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610
Award Conditions	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) QCSCA Transitional Pay Equity Order (TPEO) Level 2 or 3 (depending on qualifications and experience) + salary packaging

Position Summary

The South Burnett Youth Hostel is located in Kingaroy, Queensland and managed by South Burnett CTC (CTC). The Youth Hostel has 6 client bedrooms, an office and a small self-contained bedroom for staff sleepover. The Youth Hostel is funded to provide a high level of supervision in Immediate Supported Accommodation under Specialist Homelessness Service (SHS) Service Agreement with the support of trained Youth Workers.

The Youth Hostel accepts young people aged 16 to 25 years old who are homeless. The aim of the Youth Hostel is to work intensively with young people towards gaining safe, secure accommodation after the Youth Hostel. Each young person has an individual case plan to help them meet their individual circumstances and goals.

Case plans are developed by the Hostel Coordinator and uploaded to the database for all Youth Workers to action, revise and develop.

Youth Workers will assist each young person to build their life skills and meet their identified goals. In addition, Youth Workers will process homelessness enquiries and complete associated database entry and paperwork for those in residence.

The Youth Hostel is part of the CTC Youth team which includes:

- South Burnett Youth Hostel – accommodation and mobile support
- Fusion Youth Services
- Youth Connector
- Learner Driver Mentor Program
- Get Set for Work

Attributes required to meet the responsibilities of the position

Qualifications/Industry Experience/Licences

- Qualifications in Youth Work, Social Work or Human Services is desirable. Staff without qualifications are supported to obtain these
- Queensland Driver's Licence
- First Aid, CPR and Bronze Medallion Certificates or ability to acquire
- Demonstrated engagement skills with complex clients
- Experience navigating rental, housing, employment assistance and Centrelink systems is desirable

SOUTH BURNETT CTC INC

POSITION DESCRIPTION

Screening

- Working with Children Blue Card
- Ability to meet and maintain any other current or future legislative benchmark requirements
- Good driving record

Cultural Awareness

- Ability to respond in a culturally sensitive way to all stakeholders of the service
- Ability to uphold cultural protocols and maintain community support

Time Management and Accountability

- Time management and IT competency to ensure all assessments, case notes, training, and other responsibilities/deadlines are met and to ensure that client profiles are kept up to date within 24 hours on a database

Availability and Flexibility

- Availability and commitment to participate in a roster across days, nights, weekends, and public holidays

Responsibilities of the Position

A broad outline of the responsibilities position includes:

- Welcoming new clients to the Youth Hostel and familiarises them with its operation
- Engages and supports young people in residence in the Youth Hostel
- Actively working with each young person on their individual plan
- Ensuring that all young people develop skills which allow them to succeed in obtaining and keeping safe and secure accommodation
- Ensuring that the Youth Hostel is clean and hygienic and that clients participate in and learn the skills required to keep the Youth Hostel clean and hygienic
- Processing Queensland Homelessness Information Platform (QHIP) referrals and checking daily
- Maintaining accurate case notes and support plans
- Networking with internal and external services as required

See attached South Burnett Youth Hostel Shift Duties for a detailed duties list

Responsibilities as a CTC Staff Member

- Have knowledge and understanding of the organisation's mission and vision and contribute to the success of the organisation in its entirety
- Be an effective member of the Youth & Family Services as well as all other CTC Teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic, and tidy work environment at all times

SOUTH BURNETT CTC INC POSITION DESCRIPTION

- Ensure all CTC resources and assets are used only as appropriate, accounted for, and maintained in a safe, clean, hygienic, and useable condition at all times
- Flexibility regarding working hours and locations and preparedness to undertake complementary duties as required
- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/ Acts/Guidelines and other documents/standards including the:
 - Human Services Quality Standards
 - NDIS Practice Standards
 - Qld Human Rights Act
 - CTC Staff Code of Conduct
 - NDIS Code of Conduct Code
 - CTC Code of Conduct for Working with Children and Young People

Performance Support and Reviews
--

- Regular support and supervision with the Hostel Coordinator and Youth Team Leader
- Periodic external supervision
- Additional external supervision as required
- Performance will be reviewed within an initial 6-month probation period and then on an annual basis according to the details of this and any revised position descriptions

Confirmation of Understanding and Agreement with the Position Description
--

I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- that more detailed responsibilities and duties will be discussed in line with the requirements of the organisation and broadly consistent with the role
- As currently outlined in Clause 25.1(b) of the SCHCADS Award, ordinary hours in clause 25.1(a) of the award will be worked up to 10 hours per shift.
- As currently outlined in Clause 25.4(b) of the SCHCADS Award, the end of a shift and the commencement of a shift contiguous with the start of a sleepover or a shift commencing after the end of a shift contiguous with a sleepover may not be less than 8 hours.

STAFF MEMBER NAME:

STAFF MEMBER SIGNATURE:

DATE:

South Burnett Youth Hostel Shift Duties

Night Shift Youth Worker Responsibilities whilst on duty

Weekday Night Shift:	5:00pm to 11:00pm + sleepover
Weekday Morning Shift:	7:00am to 9:00am
Weekend Night Shift:	5:00pm to 12:00pm + sleepover
Weekend Morning Shift:	8:00am to 9:00am

In the morning:

- 1) **All clients** to be woken at 7:00am sharp and arise by 7:30am (except Sat/Sun & PH)
 - a) Youth Worker to knock on the door of **all** clients and advise time to arise.
 - b) If client does not emerge within 15 min Youth Worker to knock on door again.
 - c) If client fails to arise, record as a breach of tenancy and continue to encourage them to arise periodically.
- 2) Enter notes for each client.
- 3) Check the following and encourage completion by the required times, if not record as a breach of tenancy.
 - a) Beds made, room clean and tidy by 8:15am (12:00pm on Sat/Sun and PH)
 - b) Chores completed by 8:45am (12:00pm Sat/Sun & PH)
- 4) Encourage clients to shower and dress for the day.
- 5) Ensure clients' personal belongings are removed from bathrooms and bathrooms are clean and tidy.
- 6) Encourage young people to eat breakfast and make lunch for the day.

In the evening /night:

- 1) Clients are to return no later than 10:00pm daily (12:00am Fri/Sat), unless arranged otherwise with a Youth Worker. Youth Workers are to check in crisis clients.
- 2) Work with clients on an aspect of their case plan as outlined on the database.
- 3) Ensure clients are made aware of and complete afternoon chores by required times. The Youth Worker is to participate in/ supervise cooking every night.
- 4) Encourage clients to shower.
- 5) All clients to head to their rooms at or before 10:00pm (12:00am Fri/Sat). Exceptions to be negotiated and approved by Youth Worker.
- 6) Lights out 10:00pm weeknights, 12:00am Friday and Saturday night.

Day Shift Youth Worker Responsibilities whilst on duty

Week Day Morning Shift: 9:00am – 5:00pm

Weekend Morning Shift: 9:00am – 5:00pm

- 1) **All clients** to be supported to attend any day activity – work, training, school etc.
- 2) Assist client to any appointment that was pre-organised as part of the house meeting.
- 3) Focus on one client each day and focus on working with them on their case plan from 9:00am until lunchtime. This might include support to get work, support completing Prep-L, gaining identification, Tenancy Skills Courses, or a myriad of other activities. Each case plan is individual and uploaded on the database.
- 4) Help the clients in the hostel to prepare a healthy lunch and eat with them. Clean up as a team.
- 5) After lunch, young people have a time to follow their own program or relax. Work with young people around activities that interest them: play a board game or cards, do some cooking/ craft / sewing/ gardening etc.
- 6) From 4:00pm, ensure all clients are completing their chores. Hurdle help them/ support them to do these where they need help. You may need to show clients how to sweep, mop, etc.
- 7) Complete notes for each young person in residence and update actions on support plans.
- 8) Complete any WH&S / Fire requirements. Where approved visitors come to the Youth Hostel, ensure they complete the visitor register.
- 9) Process any QHIP applications.
- 10) Undertake any cleaning tasks not covered by client chores to ensure the Youth Hostel is always at a high standard of cleanliness and hygiene.
- 11) Complete any gardening chores required.
- 12) Complete shopping to the specified budget on a weekly basis.

Weekends

- 1) Organise weekend activities that build young people's social and community networks and skills. Young people should be supported to attend local markets, displays, training, education courses and community activities. Trips out of area can be organised monthly.

Young Person's Journey through the Youth Hostel

