



# Youth Worker (Casual / Permanent 30 hours)



## Position Description

**Wesley Dalmar Short Term Emergency Placements  
(STEP)**

**January 2022**

### Agreement

\_\_\_\_\_  
Signed–Manager

\_\_\_\_\_  
Signed–  
Employee

Date

Date

**Do all the good you can**  
because every life matters



# Youth Worker

## Youth Wesley Dalmar – Short Term Emergency Placements (STEP)

### 1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is:

“A Spirit-led disciple-making movement: doing all the good we can because every life matters”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

### 2 Overview of Wesley Dalmar

Wesley Dalmar is an Out of Home care service accredited by the Office of Children's Guardian (OCG) and regulated by the OCG standards. Permanency is a key driver in our work, as we seek to ensure that all children, we care for are in the best placement to meet their needs and optimise their potential. Our work is underpinned by the legislated hierarchy of the Permanency Placement Principals.

### 3 Overview of role

The Youth Worker will be part of a team that provides support to young people in supported Care back in to Foster Care or semi-independent living. The Youth worker will be part of a pool of staff that will be rostered on to provide for the daily needs of young people living in the Alternative Care Model. Shifts will include day, overnight and weekends, with some active night shifts.

### 4 Relationships

Reports to: Program Manager Short Term Emergency Placements- MNC

Works with: OOHC Case Managers/SIL Workers

Other Youth Workers

External Stakeholders including DCJ and other OOHC providers



## **5 Major role responsibilities**

### **5.1 Our clients**

- Be part of a team to support young people transition in to Foster Care or Independent Living
- Be young person centred and build capacity for change
- Use a strength-based approach to planning and implementation
- Use a wellbeing lens for holistic action
- Build social connection within communities
- Recognise the impact of trauma and develop and implement trauma informed policies & practices
- Be flexible and respectful of young people's changing needs
- Create a warm and welcoming environment for all young people
- Operate and maintain a care household through a range of daily routines including preparation of nutritionally balanced meals, range of domestic duties as required, planned activities for young people.
- Support the development of young people's individual goals as identified by Case manager
- Manage challenging behaviours in line with behaviour management plans and Wesley Mission Policies and Procedures
- Prepare and upload daily shift reports to Teams and Citrix on a daily basis
- Action Child Protection Incident Reports, MRG's, and Reports in a timely manner
- Provide timely updates to the STEP Team Leader about their progress and any identified risks
- Be a strong ambassador for the Wesley Dalmar team and Wesley Mission as a whole

#### **5.1.1 Performance Measures**

- Achieve 90% client satisfaction
- Participation in required weekly and monthly meetings

### **5.2 Our people (our team)**

- Complete Wesley Mission induction and orientation program and mandatory training
- Attend and participate in regular supervision, support meetings and team meetings
- Attend and participate in annual Employee Contribution & Development process
- Continue tracking achievement of goals, documenting your progress on the Employee Contribution & Development template
- Work collaboratively with other team members
- Be a part of creating a team culture of support and respect
- Promote and ensure adherence to Wesley Mission brand
- Commit to a continuing process of personal self-development, training and skills acquisition
- Ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- Promote and ensure adherence to Wesley Mission brand
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to



- Attend and participate in annual Employee Contribution & Development process on a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- Ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- Regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc.
- Identify and recommend opportunities to increase job satisfaction
- Attend all scheduled meetings.

### **5.2.1 Performance Measures**

- Successfully achieved induction and orientation and mandatory training
- Attendance record to scheduled meetings
- Provide written reports as required
- Contribution to team

## **5.3 Our operations**

- Ensure the reputation and integrity of Wesley Mission is maintained at all time
- Advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, to build effective relationships and ensuring brand compliance and use of correct templates
- Contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement
- Contribute to evaluation and quality improvement of programs
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all people you come into contact with, during employment. Perform WHS tasks as directed by supervisor
- Embrace new developments and technological innovations including CRM and Carelink+, relevant to Wesley Mission's work
- Maintain industry specific standards and ISO9000 standards as per Wesley Mission's quality assurance policies

### **5.3.1 Performance Measures**

- Regular reporting requirements are met
- Achieved working knowledge of:
  - Wesley Mission employee handbook
  - Relevant policy and procedures

## **5.4 Our financials**

- Wesley resources are maintained and serviced as required
- Commitment to retaining current funding through working within funding guidelines and providing the best practice service
- Daily operations and expenditures in line with approved funding package
- Notify Wesley Property, Youth manager or Team Leader of any damage to property



#### **5.4.1 Performance Measures**

- Wesley resources are well maintained including centres, vehicles and other equipment
- Evidence of proactive program planning and reduced over/underspend

### **6 Professional responsibilities**

- As directed, other activities to support the delivery of the Wesley Dalmar Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality at all times.

### **7 Selection criteria**

To be successful in this position, candidates must possess the following:

#### **Demonstrated behaviours**

- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- Demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- Relates well to a range of people with sound listening and problem-solving skills
- Confident professional with strong initiative
- Displays emotional maturity and resilience.

#### **Essential skills/knowledge**

- Minimum Cert IV in youth work or similar field
- Flexible working hours including shift work, weekends and some paid over night shifts

Manager's initials \_\_\_\_\_

Employee's initials \_\_\_\_\_



- Current unrestricted drivers licence
- Current First Aid Certificate
- Current Working With Children's Check
- Willingness to consent to the Residential Carer Worker Register
- Intermediate skills in Micro-soft word, Excel, Teams, Citrix, Outlook.

#### **Desirable Criteria**

- Experience in Out of Home Care
- Previous experience working with high to complex (behavioural) children and young people
- Ability to work as a part of a team and independently
- Minimum 12 months' experience working with children and young people
- Strong ability to work as a part of a team and independently.