

Role Description

OFFICIAL



Government of
South Australia



human
services

Role title:	Classification:
Youth Worker	OPS3
Division/Business unit:	Reports to:
Community and Family Services / Kurlana Tapa Youth Justice Centre	Accommodation Supervisor

Role purpose:

The Youth Worker role is within Communities and Justice and is accountable to the Accommodation Supervisor for:

- maintaining an appropriate level of security in a custodial environment.
- enhancing the social and living skills of residents to facilitate their effective re-integration into the community.
- assessing and responding to the individual needs of residents and increase their chances of successful intervention.
- contributing to the delivery of programs and services, which facilitate the development and/or rehabilitation of residents.
- maintaining an appropriate level of care, guidance, support, safety, and supervision for residents.
- assessing the individual needs of residents upon admission to Kurlana Tapa Youth Justice Centre.

Key outcomes and accountabilities:

1. Design, deliver, and actively participate with residents in a range of recreational and educational programs that teach practical living skills in preparing meals, performing cleaning and laundry duties, and in personal hygiene.
2. Provide residents with access to adequate nutrition, clothing, accommodation, recreation, medical services, and education and training.
3. Provide a safe, secure, and caring environment for residents by using all available electronic security and recording equipment as per the principles outlined in the procedural requirements principles outlined in the Behavioural Support Framework.
4. Provide direction to the Youth Support Workers. Consult with Youth Support Workers around observing and accurately recording resident's behaviour, needs and interactions with others.
5. Encourage resident's involvement in educational, vocational, and recreational activities.
6. Intervene and manage complex and difficult situations. Provide appropriate written and verbal reports in relation to residents. Observe and accurately record, young people's behaviour, needs and interactions with others.
7. Actively participate in supervision sessions and unit meetings. Participate in performance development plans and attend all relevant training required for the role.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

- Successful applicant will be required to hold a National Police Check (NPC) and satisfactorily complete an Employment-related Screening Check where this is required for the role, prior to being employed.
- Must hold a current Australian issued Driver’s Licence (equivalent to minimum class ‘C’ – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.
- Must have and maintain a ‘suitable’ psychological assessment status within six months of employment to be employed to work at Kurlana Tapa Youth Justice Centre (or any other training centre established under the Youth Justice Administration Act 2016).
- Hold, or be willing to hold, a current Senior First Aid Certificate.
- Required to undertake shift work on a rostered basis including week-end and Public Holidays and overtime shifts.
- Incumbents must complete their Cert IV in Youth Justice within 12 months of commencing the role. No cost to the Incumbent
- Demonstrated physical health, fitness, and capability to manage residents in a crisis.

Key Relationships/Interactions:

- Accommodation Supervisor (direct line manager)
- Kurlana Tapa Youth Justice centre staff and residents
- Staff of Communities and Justice
- Non-government organisations
- Government service providers

Budget/Delegations:

Nil

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Take action and provide services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds, as well as engaging in learning about other cultures to better establish relationships and improve services.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Initiative and Problem Solving** - act on own judgement to keep residents positively engaged and to resolve issues during activity delivery. Report problems and contribute to the creation of long-term solutions. Take prompt action to solve problems, act decisively on own judgement and look to go beyond role requirements to achieve objectives.
2. **Resident Experience** - demonstrate experience in working with vulnerable residents in crisis. Including the physical and mental capability to manage children in crisis.
3. **Program Development** - ability to design, develop, evaluate and participate in programs/projects for residents on an individual or group basis incorporating knowledge of Child and Adolescent Development and behavioural intervention techniques.
4. **Multi-disciplinary Teamwork** - effectively communicate and work with people from diverse professional backgrounds and work as a team member to provide a holistic standards professional service.
5. **Resident Knowledge** - demonstrated ability to operate within the guidelines of the Youth Justice Administration Act 2016 and Regulations, the Young Offenders Act 1993 and Regulations, and contemporary practices and principles that apply to the management of residents in the Adelaide Youth Training Centre including dynamic behaviour support and intervention.

Qualifications:

Essential: Not applicable

Desirable: Not applicable

Key leadership competencies and expected behaviours at this classification:**Understands strategic direction**

- Understands the shared vision for the business unit (BU).
- Understands purpose and expectations and strives to reach collective goals.
- Considers multiple perspectives and organisational context of their role.
- Maintains a continuous learning approach and adapts to changes.
- Solves ad hoc problems; evaluates alternative solutions and makes recommendations.

Addresses clients' needs

- Delivers results and improvements to meet agreed outcomes of their role.
- Positions own role and skill development to meet the needs of the team.
- Makes effective and well-informed decisions about routine issues affecting the team and individual role.
- Abides by the laws, regulations and policies that apply to their role.
- Holds self-accountable for achieving outcomes and communicates progress with manager.
- Monitors and acts on feedback to improve own performance.
- Builds technical knowledge in own role to support organisational objectives.

Contributes to service delivery excellence

- Takes accountability for delivering assigned objectives.
- Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the SA public sector environment.
- Provides ongoing feedback to others.
- Seeks out and participates in learning opportunities that will help meet agreed performance standards.
- Strives to deliver excellent customer service by understanding needs.
- Manages time and other resources effectively.



Engages in positive working relationships

- Acts professionally within the boundaries of the organisation.
- Conveys facts, concepts and technical information adapting communication style to meet the audience.
- Listens to different ideas and discusses issues with consideration and care.
- Readily shares information and promotes a friendly, inclusive environment.
- Participates in professional networks and forums with team members, stakeholders and clients.
- Responds appropriately to others in an open and honest manner.

Demonstrates personal drive and professionalism

- Behaves consistently with the principles, values and ethics of the organisation.
- Acts confidently when providing advice and information; acknowledges mistakes and learns from them.
- Remains positive and focused on achieving objectives in difficult circumstances.
- Seeks opportunities to build knowledge, skills and self-awareness.
- Understands, values and responds to diversity, and treats people with respect.
- Looks after own health, safety and wellbeing, and raises concerns where necessary.

Approval:

Assessed by: Melissa Duras		Date: 1/6/22
Approved by: Fiona Curnow		Date: 1 June 2022