



## Youth Workers – Level 1 and 2

### **Organisational overview**

On behalf of the ACT Government Community Services Directorate (CSD), face2face Recruitment is recruiting for permanent and casual youth workers, levels 1 and 2, for the Bimberi Youth Justice Centre and Narrabundah House Indigenous Supported Residential Facility.

A range of varied and interesting roles are available, with flexible working arrangements and paid training tailored to career goals.

Staff will need to demonstrate quality customer service, problem solving and teamwork skills. You must be willing to continuously improve, adapt to change, be outcome focused and be accountable for your actions.

### **Division Overview**

The Children, Youth and Children, Youth and Families (CYF), a division of CSD, provides early intervention and prevention services to ACT children and young people and their families. It also provides services to children with developmental delays. CYF works with key stakeholders in government and the community sector, providing child protection and youth justice services to children, young people, their families and their carers. It also supports vulnerable children and young people and their families to be safe, strong and connected.

### **Business Unit Overview**

Bimberi Residential Services, a business unit of CYF, delivers child-centred, evidence-based and developmentally appropriate human rights compliant interventions to young people and their families.

### **Position Objectives**

As a youth worker, you will work within a team environment to enhance the safe care, support and supervision of residents of Bimberi Residential Services. You will be expected to actively contribute to case planning for young people.

Staff may be required to work at both, the Bimberi Youth Justice Centre and Narrabundah House Indigenous Supported Residential Facility. Your duties may vary slightly at either facility to ensure the safe custody of residents.

## Duties and Responsibilities

### Client Engagement and Service Delivery

- Engage with young people to build positive relationships to ensure the care, supervision and safe custody of residents at the Bimberi Youth Justice Centre and Narrabundah House Indigenous Supported Residential Facility.
- Provide advice and guidance to residents to improve living skills and development and social interaction, including implementing effective behaviour management, conflict resolution and harm minimisation strategies.
- Maintain a safe, healthy and caring and supportive environment for residents with a strong focus on promoting different cultures, protocols and practices.

### Leadership of Self and Others

- Model behaviours and principles integral to organisational values and people management.
- Deliver a high standard of client care through respect, courtesy and professionalism to clients and colleagues, always.

### Relationship Management

- Engage and liaise with internal and external stakeholders including community agencies, government services, legal representatives, courts and tribunals, and representatives of the Child, Youth and Families and the Community Services Directorate.
- Provide leadership in collaborative practice with young people, families, carers, government and non-government agencies to facilitate improved outcomes in a statutory framework.

### Professional Development of Self and Others

- Engage with residents to develop case plans to meet individual needs, goals and strategies.
- Encourage and support residents to participate in program activities relating to rehabilitation and positive re-integration into the community.
- Proactively manage your Individual Performance Agreement in accordance with the ACT Public Service Performance Framework Policy.
- Review your own work and actively participate in training and development programs.
- Build knowledge of your team and the work performed.
- Ensure sound understanding of legislative and policy frameworks.
- Develop a share professional knowledge, including organisational knowledge, to facilitate and promote best practice service delivery.

### Records Management

- Maintain high quality, accurate and timely record keeping practices in line with the requirements of *Territory Records ACT 2002*, for transparency in decision making.
- Comply with statutory and records keeping practices in line with relevant legislation.
- Ensure that registers, records and case notes, files and documents are completed in a timely manner, and to acceptable standards, on relevant internal records management systems.

### Professional Conduct

- Work in accordance with the ACT Government Framework and ACT Public Service Code of Conduct and Behaviours.

## Personal Qualities

We are looking for people with demonstrated life experience, personal integrity, self-confidence and the ability to talk with people to become youth workers at the ACT's Bimberi Youth Justice Centre and Narrabundah House Indigenous Supported Residential Facility. If you have an interest in making a difference in the lives of young people from diverse backgrounds and the ability to operate effectively in a team, we are interested in meeting you.

As a youth worker, you need to be able to:

- exhibit these personal qualities: **resilience, integrity, flexibility, teamwork, relationship building and effective leadership skills**
- make every effort to achieve goals, even in the face of adversity, setbacks and disappointments
- work calmly under pressure and accept constructive criticism given in an objective manner
- operate in a manner that is aligned with the ACT Government Code of Conduct, which is designed to create positive and fair workplaces
- be adaptable and open to new ideas and changing priorities
- acknowledge different ideas and concepts of others
- respect that team work is essential and therefore be willing to work in a co-operative manner with others to meet organisational goals and objectives
- show respect and be considerate of others
- accommodate other team members working styles
- promote harmony and consensus with others by handling disagreements in a diplomatic and respectful manner
- demonstrate actions that build trust and demonstrate organisational core values.

All of these positions require youth workers to lead by example, demonstrate sound judgement and implement strong communication skills that inspire and lead others.

### Mandatory criteria:

You will need to be either an Australian Citizen or a Permanent Residents to apply.

### Mandatory qualifications and experience for the role:

- one page cover letter demonstrating your "statement of claims" against the selection criteria
- resume
- current driver licence
- current Senior First Aid Certificate  
(or evidence of obtaining one, for example: registration receipt)
- before starting a role, you must have a current registration issued under the **Working with Vulnerable People (Background Checking) ACT 2011**.  
(or evidence of obtaining one, for example: registration receipt)

For more information on, or to register for **Working with Vulnerable People** registration, please refer to:

[www.legislation.act.gov.au/a/2011-44/default.asp](http://www.legislation.act.gov.au/a/2011-44/default.asp) and

[http://www.orsact.gov/community/working\\_with\\_vulnerable\\_people](http://www.orsact.gov/community/working_with_vulnerable_people)

**To address the selection criteria below, you need to provide a one page cover letter of your “statement of claims” demonstrating your background skills and experience.**

**1/Engagement** - Ability to consistently display high-quality customer service principles and practices.

**2/ Communication** - Effective communication (oral and written) skills, interpersonal liaison and problem-solving skills and ability to deal with confidentiality and sensitivity with staff, clients and stakeholders.

**3/ Resolves problems** - Ability to work through challenges to achieve outcomes (for example, identify problems and opportunities for improvements, and act to create solutions).

**4/ Work effectively** - Ability to manage administration processes and functions, with competing priorities and demands in the workplace.

**5/ Leadership of self and others** -Supervisory skills, and ability to work on your own and cooperatively within a team environment, sharing best practice methods and practices.

**6/ Understands ACT Government legislation and policies** – Knowledge of financial management policies, accounts processing and procurement guidelines.

**Applicants must be prepared to undergo a series of assessments throughout this recruitment process, including a psychometric and health assessment, interview and reference check process and police check.**

For more information on applying for these positions go to: [www.f2frecruitment.com.au](http://www.f2frecruitment.com.au) to register.

**Closing Date: 11:30pm (AEDT), Sunday 11th March 2018**

