

Position Description Schedule A

Youth Outreach Worker

Approved by Kate Forer | Last updated on 21/12/2022

Position overview

Position title	Youth AOD Outreach Worker
Team	Moorabbin Youth Hub
Employment type	Fixed contract full-time
Hours per week	38 hours per week
Location	Moorabbin
Reports to	Manager—Youth Hub
Direct reports	Nil

About TaskForce

TaskForce Community Agency (TaskForce) plays an important role across communities in southeast Melbourne, whether helping individuals and families due to challenges with alcohol and other drugs or family violence, or enabling people through education, training, and employment. Operating for 50 years, we aim to help realise the potential of every client, through achieving outcomes and working towards healthier lives, relationships, and communities.

Statement of commitment to Diversity & Inclusion

TaskForce is committed to providing culturally safe, inclusive, and accessible services and work environments where all individuals feel supported and affirmed. We aspire to work in solidarity and alliance with Aboriginal and Torres Strait Islander peoples and acknowledge them as the traditional owners and custodians of the land. TaskForce values diversity, inclusion and social justice and is dedicated to actively addressing discrimination and ensuring every individual is treated with dignity and respect. We honour and celebrate our differences and uniqueness in culture and linguistic background, ethnicity, sex, gender identity, intersex status, sexual orientation, age, disability status, health status and religious or spiritual beliefs.

Statement of commitment to Child Safety

TaskForce is a child safe organisation. We are committed to the safety and wellbeing of all children and young people, and ensuring they feel safe and empowered in our programs and services. We respect and listen to children and young people. We take their concerns seriously and support them to meet their potential and thrive. This is a responsibility shared by all the people who work or volunteer at TaskForce or who are part of the wider TaskForce community.

We value diversity, inclusion and equity. We support the cultural safety, participation and empowerment of Aboriginal children and young people, children and young people from culturally and linguistically



diverse backgrounds, LGBTIQ+ children and young people, and children and young people with disability.

We do not tolerate neglect or mistreatment and have zero tolerance for abuse of any kind. Safety concerns will be treated very seriously. Where appropriate, and safe to do so, we will always discuss concerns with families, carers and the community to encourage planned and joint action. We have legal and moral obligations to contact authorities when we are worried about a child's safety, and we will follow those procedures rigorously.

Our values

- We **start with care** | We are here to meet participants where they are at, to support, empower and respect them and each other in the work we do. We commit to behaviours that demonstrate our care and compassion, bringing out the best in everyone in every interaction.
- We **always listen** | We are here to listen, to think of the whole of a person in every connection. We commit to listening, learning, responding, and adapting to the needs of our clients, our staff, and our partners.
- We are **non-judgmental** | We are here to help everyone belong; to realise their potential. We commit to supporting every person who walks through our doors or engages our services without judgment.
- We are **continuously learning** | We are here to learn, innovate and bring the highest quality of service to our participants. We commit to seeking out and sharing knowledge within and beyond our sector and from our communities, not standing still in our models of care and program offers.

Our principles

- We are **client-centred** | The voice and lived experience of clients guides our work, practice and approach.
- We are **inclusive** | We welcome everyone into our service, continually striving for equity in access.
- We are a **wraparound service** | We look beyond the one area of need, supporting participants throughout their journeys.
- We **always work together** | We recognise that we can't act alone and know collaboration internally and externally is critical to success.



About the position

The Youth Outreach Worker is based in Moorabbin as part of the youth and adult alcohol and other drugs team. The role involves providing nonjudgmental support and outreach to young people in an environment that is accessible, non-threatening and safe. Other responsibilities include working from multiple sites, community development work, membership of local youth networks, program development and implementation, secondary consultation, and community education. The client group is made up of voluntary and involuntary young people aged between 12 and 25 years with an expected target of 75 episodes of care per annum for a full-time employee.

Key objectives

The principle of harm minimization is fundamental to the approach of funded drug treatment services. Harm minimization focuses on reducing the harm to both the individual and society from alcohol and drugs.

- The role will need to deliver 75 episodes of care per annum (pro rate for part time employees)
- Services must ensure continuity of care for clients through an appropriate case management process
- Provide education and information relating to alcohol and drug issues which will enhance prevention and harm minimisation
- Provide family centric service by assisting, where possible, with the family to access support as needed
- Operate under-age, gender, and culturally sensitive protocols in relation to client care.

Key responsibilities

Duties

- Undertake assessments, provide case management, crisis intervention, outreach, advocacy and supported referral to young people presenting with problematic substance abuse issues
- Work within harm minimization framework to reduce the risks associated with alcohol and other drugs to young people
- Provide assessment, support, and case management on an outreach basis to young people in their own environment
- Maximize flexibility in treatment and support services so that, where possible and appropriate, young people can maintain their current environment with minimal disruption to themselves and others
- Where services are offered to young people, the outreach worker should ensure that programs are tailored to their needs, are accessible, have flexible hours, work closely with young person's family group, and built strong links with other relevant agencies and government departments



- Actively participate in developing and implementing innovative models of service delivery in response to client needs.
- Offer an outreach service to clients where access to the centre is difficult or the type of service is best delivered off site
- Provide initial support and further referrals to family members and friends of young people with problematic substance abuse issues
- Provide secondary consultation and training and education/ information sessions in relation to alcohol and other drug issues
- Participate in the development and delivery of a peer support program and other group programs and activities in schools and the community
- Advocate on behalf of clients to ensure appropriate service delivery to meet their identified needs
- Liaise and consult with relevant government bodies and community agencies and develop inter-service networks and linkages to ensure appropriate and coordinated ongoing case coordination and referral processes.

Networking

- Develop and maintain community support networks
- Liaise with other relevant service providers, for referral, consultation, monitoring and review
- Develop programs and interventions to address the needs of the client group.

Administration

- Maintain a high standard of documentation which complies with accountability structures according to professional, legislative, service contractual obligations and organisational standards. This includes:
 - Data entry & relevant reporting is accurate and up to date within reporting time frames
 - Client files and electronic records are appropriate, accurate and up to date, with all relevant information included
 - Maintain statistics and data as required by the funding body and organisation of each individual client.

Professional development

- Develop an annual Performance Plan with your Manager. Identify one's own development needs and attend relevant training, as approved by manager
- Participate in regular individual and group clinical supervision
- Participate in case management practices with other professionals
- Participate in regular Team meetings as scheduled.



Child and Young People Safety

- Follow and comply with TaskForce's Child Safety and Wellbeing Policy and TaskForce's Code of Conduct for Working with Children and Young People
- Support children and young people to feel safe and empowered in our programs and services
- Report concerns about a child or young person's safety to authorities (as per TaskForce policy).

Diversity and Inclusion

- Follow and comply with TaskForce's Diversity, Inclusion and Equal Opportunity Policy and TaskForce's Code of Conduct
- Support the diversity priorities as outlined by the organisation
- Not engage in discrimination or harassment of any kind.

Skills and experience

Essential qualifications

- Certificate IV in AOD essential.

Essential skills and experience

- Extensive experience case managing young people and understanding problematic substance abuse issues including Dual Diagnosis
- Demonstrated knowledge of alcohol and other drugs service provision to young people
- Demonstrated knowledge of the psychosocial issues affecting young people with problematic substance abuse
- An interpersonal style that fosters the wellbeing of the young people that access TaskForce services
- Ability to collaborate effectively with clients, families, colleagues, stakeholders, and other service providers
- Excellent administration skills including developing case plans, professional case noting, writing reports and effective time management skills
- An understanding of Child First and Child Protection services
- Capacity to work within an Outreach model of service delivery.

Other essential attributes

- Demonstrate understanding of the importance and application of inclusive practice when working with people from diverse communities, such as cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds
- Be able to self-regulate and self-monitor own behaviours, practice self-reflection at all times, display a commitment to realistically assess own personal strengths, limitations, biases, and effectiveness, and remain open to feedback and constructive criticism.



Desirable requirements

- An undergraduate degree in youth work, social work or counselling would be highly regarded.

Terms and conditions

- The position is for a contract period ending 30 June 2023 with the opportunity to extend, subject to the continued availability of funding.
- The incumbent will be provided with a mobile phone and access to the use of a pool vehicle for business travel.
- Employment conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 (Level 4).
- As an organisation with public benevolent institution (P.B.I.) status, TaskForce offers all staff the opportunity to take up generous Salary Packaging.

To be employed in this position a person must:

- Be prepared to travel between the sites to meet the requirements of the job and to work out of various partnership locations
- Undergo a Police Check and a Working with Children Check. Offers of employment are subject to the results of these checks
- Hold a current driver's license
- Be eligible to work in Australia
- Familiarise themselves with, and observe all TaskForce business, community, therapeutic and human resources policies, procedures and practices
- Complete the TaskForce Online Induction within the first week of employment
- Participation in family violence identification and risk assessment training
- Comply with and support TaskForce's commitment to Diversity and Inclusion and Child Safety as detailed in this position description
- Follow TaskForce's codes of employee conduct, promote the interests and reputation of the agency and refrain from acting in way that would conflict with the best interests of TaskForce.

