

YOUTH WORKER – YOUTH AND FAMILY THERAPEUTIC RESPITE

POSITION DESCRIPTION

Conflict Resolution service is a nationally accredited alternative dispute resolution service that resolves conflict professionally, competently and compassionately.

- As a not-for-profit organisation we are the leading alternative dispute resolution service in the Australian Capital Territory. Focusing on reducing the emotional and financial impact of conflict on the community.
- As accredited professionals we work in partnerships with courts and are the preferred provider for Government, businesses, the community and individuals to resolve conflict.
- In a distinctive way we respect the rights and voices of all parties engaged in resolving conflict and seek to ensure our costs are low to facilitate access for those on low incomes in our community.
- We are multidisciplinary organisation that specialise in therapeutic case management and holistic wrap around support for vulnerable young people and families.
- We are the only locally based Nationally Accredited Mediation Training organisation.
- All our services are provided through a Trauma Informed lens and as such the organisations leadership is founded on Trauma Informed principles.

AS A CHARITABLE ORGANISATION CONFLICT RESOLUTION SERVICE KEEPS COSTS LOW TO ENSURE THE CANBERRA REGION CAN ACCESS SERVICES THEY REQUIRE IN A TIME OF NEED.

Conflict Resolution Service is a registered not-for-profit Organisation that has been supporting the Canberra Region in Dispute Resolution Services for over 30 years. Our professional services include:

- family dispute resolution
- therapeutic case management
- community mediation
- programs to prevent youth homelessness



- conflict coaching for families and individuals
- community education
- workplace consultations
- training and professional development for individuals and organisations.

Services are offered to individuals, government agencies and the private sector. CRS is funded by the ACT Government with additional income being generated through fees for commercial mediation, facilitation and training.

PROGRAM

The Safe and Connected Youth (S&CY) program provides children and young people aged between 8-15 years and their families with support to improve family functioning and reduce the risk of homelessness and the harms and risks linked to homelessness. S&CY works with children and families experiencing family conflict and where there is a risk of youth homelessness to address their complex and intersecting risk factors through a child centred/family focused integrated service model. The Program aims to improve family functioning and address the diverse needs to improve outcomes for individuals and families and reduce the risk of family breakdown and youth homelessness.

The program consists of Therapeutic Case Workers, Family Mediators, Therapeutic Youth Workers, Program Counsellor and Senior program staff who work together to provide intensive and holistic, wrap around support to reduce the risk of youth homelessness due to family conflict. When a need is identified, young people are able to be accommodated in therapeutic respite through the Safe and Connected Youth program.

Conflict Resolution Service are the lead agency in partnership with Marymead, to deliver this integrated service.

POSITION OVERVIEW

The Therapeutic Youth Worker provides quality support to young people accessing respite services due to family conflict, with a focused and strength-based approach. This role involves weekend shifts, active nights, sleepover shifts and oncall responsibilities.

The Therapeutic Youth Worker is a key operational role within our respite house, with responsibility for all daily activities with young people and ensuring a safe and therapeutic environment throughout their stay. The Therapeutic Youth Worker works closely with the Program Manager and Counsellor to ensure holistic therapeutic supports for young people and their families.

POSITION TITLE	Therapeutic Youth Worker – Youth and Family Therapeutic Respite
CONTRACT TYPE	Casual Flexible working arrangements available according to job role and responsibilities. All CRS employment contracts are dependent on continued Government Funding.
REMUNERATION	SCHADS Level 2 SACS
PRIMARY LOCATION	1/32-38 Townshend Street, Phillip, ACT 2606
SUPERVISOR	Program Manager - Youth and Family Therapeutic Respite
KEY RESPONSIBILITIES	<p>The key responsibilities associated with this role include:</p> <p>1. Client Service Delivery</p> <ul style="list-style-type: none"> ○ Understand legal and ethical considerations for working with young people under 16. ○ Engaging with young people and their family members in line with the programme’s principles, ensuring a constructive environment where positive change can be facilitated. ○ Supporting and guiding all young people while on shift. ○ Developing and facilitating activities for young people that will enhance their living skills and help them achieve their goals of family reunification. ○ Maintaining contact with young people’s parents/carers. ○ Collaborating with them, the Counsellor, and the Program Manager support young people and their families ○ Organising celebrations, positive records, and participate in marking rites of passage for young people as per the service model. <p>2. Quality Assurance</p> <ul style="list-style-type: none"> ○ Perform regular review and reassessment processes with clients to ensure information is correct, risk is regularly reappraised, goals remain relevant, and success is celebrated

- Engage in regular supervision
- Actively engage and contribute to Weekly Assessment Meetings
- Maintain detailed and up to date case notes and documentation

3. Policies and Procedures

- Adhere to CRS policies, processes, and procedures
- Adherence to of respective program policies and guidelines, including identifying any gaps to ensure:
 - Alignment with regulatory and statutory requirements
 - Best practice in service delivery
 - Confidentiality and privacy
 - Staff welfare and wellbeing.

4. Administration and Records Management

- Accurately and timely recording of client information, case notes and outcome measurement tools.
- To meet the requirements of the Privacy Act in managing data and liaison with other services.

5. Reporting

- Assist where necessary to internal and external reporting including:
 - Report to the Program Manager and Manager of Safe and Connected Youth

6. Other duties as directed

<p>SELECTION CRITERIA</p>	<ul style="list-style-type: none"> • Understanding and demonstrated use of a client centred, holistic approach when working with clients • Knowledge and experience in trauma informed practice • Proven ability to work in collaboration with other professionals to improve quality of life for young people and/or families • High level interpersonal and problem-solving skills • High level understanding of safeguarding • Well-developed written and communication skills and ability to document comprehensive case notes • Ability to be flexible and adapt to changing environments • Capacity to work with high needs and complex families. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Previous experience working in the not-for-profit sector • Mental Health First Aid Training • Family Violence Training. • Safeguarding Training
<p>QUALIFICATIONS</p>	<ul style="list-style-type: none"> • Certificate IV in Youth Work or the equivalent. • At least 2 years' experience working with complex young people and/or families. • Full driver's license • WWVP clearance.

**CONDITIONS OF
EMPLOYMENT**

This Job description has been developed and established on the understanding that this job is the employee’s primary employment.

In consideration of the safety and wellbeing of employees, and the business and other interests of Conflict Resolution Service, all employees are required to obtain prior approval from the CEO to undertake other employment, both paid and unpaid (including voluntary). Failure to do this may be considered a breach of contract and grounds for disciplinary action, including but not limited to termination of employment.

In the event that the employee undertakes other employment, this Job description should be reviewed to ensure the interests and obligations of the employee and organisation are met.

CONTROL PANEL	
VERSION	1
DATE	August 2024