

JOB CODE: 04.010.02
JOB TITLE: Youth Officer
PROGRAM/SECTION: Xtreme Turnabout 2.0 XTT (Skilling Queenslanders for Work - Youth Skills)
REPORTS TO: Skilling Queenslanders for Work Co-Ordinator
AWARD: Labour Market Assistance Industry Award 2010
CLASSIFICATION: Training and Placement Officer Grade 1
PROBATIONARY PERIOD: 6 months (monthly reviews undertaken during this period)

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Impact Commitment Statement

Our staff will actively contribute to the organisation’s vision, mission, values, policies and procedures. In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

Who are we? As a charitable organisation, we support people who may be experiencing disadvantage, poverty or exclusion from community, social and employment networks. Through our programs and services, we assist individuals and families build resilience and reconnect with the community in a positive way to realise an improved quality of life.

What is our vision? To lead the community in pioneering improved life opportunities

What is our mission? Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation

What are our values? What do we expect from our staff and what do our clients expect from us?

Trust we are honest, accountable to our community and transparent in our actions

Empowerment in every endeavour we strive to support people to achieve their goals, own their actions and make sustained change in their lives according to what they want

Relevance we serve our community’s needs through a contemporary individual choice based approach to community service

Compassion we are caring and understanding in our support of people in our community

Inclusiveness we believe that diversity in our community makes us stronger and provide equal opportunity to all



OVERVIEW:

Youth Skills offers customised training to support young people aged 15-19 years who are engaged with Youth Justice Services or Queensland Corrective Services to gain nationally recognised skills and vocational qualifications up to and including a Certificate III level.

The Youth Officer will deliver services including one-on-one contact, group activities, training & placement support and advocacy. The Youth Officer works within clearly defined guidelines relevant to the Xtreme Turnabout (Youth Skills) contract.

MAIN DUTIES/RESPONSIBILITIES:

- Take reasonable care for personal health and safety in the workplace and that of others
- Recruit and engage disconnected young people within the target group and develop effective relationships with them to provide hope and motivation to achieve successful outcomes.
- Undertake quality ongoing assessments that effectively identify interventions required to address barriers.
- Maintain the appropriate level of case management services and contact with client that satisfies the expectations of the service delivery model.
- Develop and review effective Training & Support Plans which are inclusive of relevant stakeholders, that facilitate appropriate interventions and provide a clear progression towards the client's goal with achievable milestones to build confidence, motivation and skills.
- Deliver facilitated sessions to small groups to help improve client's self-esteem, motivation, team work, soft employment skills, life skills and literacy/numeracy levels.
- Deliver effective job search skills training.
- Support youth in job search including reverse marketing.
- Develop effective Moving On plans and provide Post Placement Support.
- Provide re-engagement support to the client should the outcome placement not be sustained.
- Maintain records of contacts and other activities in IMPACT's data collection system (electronic and paper based as required)
- Maintain knowledge of and be able to source support services to address clients' barriers and education/community participation needs.
- Maintain a level of contract and operational knowledge that is conducive to satisfying contractual requirements at all times.
- Operate within the contract and the authority delegated to the Youth Officer to ensure contract compliance.
- Participate in regular meetings with the Manager and/ or Co-ordinator to ensure achievement of KPI's.
- Contribute to regular team meetings.
- Participate in program evaluation and continual improvement activities.
- Other duties as required.



CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

Essential

- Relevant life experience and/or demonstrated understanding of the barriers to employment experienced by severely marginalised/disengaged young people.
- Sound knowledge of youth services available within the local area.
- Current working knowledge of the labour market conditions and opportunities.
- Ability to engage and influence clients through developing effective working relationships
- Demonstrated experience in facilitating job search activities.
- Demonstrated ability to identify and develop strategies to assist clients through session plans.
- Demonstrated experience in the delivery of non-vocational training in a group environment.
- Experience in planning, developing and implementing programs and sessions that are appealing and appropriate to the youth cohort.
- Sound written and verbal skills.
- Well-developed time management skills.
- Demonstrated computer skills with proficiency in Microsoft Office applications.
- Ability to implement crisis support strategies.
- Ability to set priorities and to achieve outcomes.
- Ability to develop and maintain productive networks with employers and local community organisations.
- Ability to use well developed communication to identify goals, strengths and barriers to progress and community participation.
- Ability to work collaboratively with a client (and relevant stakeholders e.g. family/carer) to develop a tailored plan to achieve the desired outcomes.
- Ability to maintain accurate records (electronic and paper-based) and to understand and implement contract requirements and guidelines.
- Willingness to participate in on-going professional development.

Desirable

- Qualification in a relevant field such as Youth and/or previous experience within the youth sector or related field.
- Knowledge of Youth Justice Services and Queensland Corrective Services framework – eg: Restorative Justice.

LICENSING AND ADMINISTRATIVE REQUIREMENTS

Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.

- Queensland Driver's Licence / C Class
- Possession of, or willingness to obtain, Prescribed Notice (Yellow Card), Working with Children (Blue Card), National Police Check (AFP).

