

CONTRACT OVERVIEW

Youth Support Worker - CREATE Training

Contract Purpose:

This role within CREATE Youth will provide high quality interventions and case management support to students and young mothers in areas of family, relationships, parenting, the legal system, income, accommodation, recreation and health. This will involve mediation and advocacy and referral to specialist support services as required.

Conduct of this role is to be within the context of:

- CREATE Mission, Commitment, Values, and Culture;
- CREATE policy & operational procedures;
- CREATE Code of conduct and Code of practice; and
- CREATE Personal standards criteria;

Principal Accountabilities:

Accountable to the Team Leader-CREATE Youth for:

- 1) Provision of individual case management and support for young people enrolled in CREATE Youth (Geelong) programs including: Liaising with students' caregivers and other relevant workers regarding student progress and behavioural issues; first point of contact in response to crisis needs of young mothers and students; and assisting Trainers where appropriate.
- 2) Establishment and maintenance of positive, professional relationships with students through a variety of strategies including initial interviews with students, classroom assistance and involvement in practical activities and excursions;
- 3) Provision of relevant information concerning student behaviour and issues to other CREATE Youth staff;
- 4) Ensuring enrolment and case-noting documentation is completed and processed in line with CREATE standards and procedures; and
- 5) Develop and maintain effective networks and relationships with government and community organisations and families to ensure appropriate referral processes for students.

Typical Duties

- 1) Monitor student attendance and implement strategies to enhance attendance;
- 2) Resource and support training staff in their delivery of personal development topics to students;
- 3) Provision of individual support and assistance to all students and young mothers;
- 4) Maintain accurate and confidential case-notes and student files and;
- 5) Be an active team member of the Training department and attend relevant meetings as directed.

KEY POSITION CRITERIA

Essential to this position:

- 1) Qualification in Youth Work and/or relevant discipline
- 2) Certificate IV Training and Assessment or equivalent. (preferable)
- 3) A sound understanding of issues confronting disadvantaged young people and how they impact on educational success;
- 4) An understanding of adolescent development and approaches to dealing with challenging behaviours;
- 5) High level of interpersonal skills including the ability to listen and negotiate with a variety of people;
- 6) Sound understanding of issues confronting young mothers and how they impact on their capacity to parent effectively;
- 7) Strong commitment to supporting people to achieve their individual goals and a sound understanding of the support that is required for this to occur;
- 8) Ability to problem-solve with creativity and initiative;
- 9) Ability to work as part of a team and establish good rapport with other staff, management and networks within the community;
- 10) High level of computer skills;
- 11) Ability to manage change; and
- 12) The ability to set priorities and effectively plan and organise work.

Also essential to all CREATE employees is a high level of personal standards including:

- personal presentation;
- work attitude, commitment and dedication;
- professionalism;
- work relationships with peers, senior management and all other staff;
- problem solving and conflict resolution skills; and
- personal initiative.

SUPPORT

This position will be resourced and supported by:

- open door access to Team Leader – CREATE Training;
- monthly monitoring and evaluation sessions;
- professional development opportunities; and
- access to the Chief Executive Officer via department manager if required.

PERFORMANCE

Annual performance and achievement reviews are assessed against:

- Position overview;
- Key position criteria;
- Specific objectives as set with the Manager; and
- Comprehensive reporting of core functions.

CONDITIONS OF EMPLOYMENT

Position Title

Student Support Worker
CREATE Training

Classification

Social and community services employee level 3
Social, Community, Home Care and Disability Services
Industry Award 2010

Contract period

From: January/February 2010
To: 23 December 2010
12 month contract with possibility of ongoing work

This position is an 11-12 month contract position following a successful three month probation review AND **provisional** upon appropriate funding levels.

Hours of Work

38 hours per week (76 hours per fortnight) within normal business hours or as agreed.

CREATE Business Hours:

8.30am – 5.00pm Monday to Thursday
8.30am – 3.00pm Friday
Includes a half hour unpaid lunch break

Salary

Annual Gross Salary range is \$36,424 - \$39,145, depending on skills and experience.

Salary is paid fortnightly, directly into the employee bank account upon receipt of a signed CREATE timesheet. Salary packaging is available within CREATE guidelines.

Entitlements and conditions

Entitlements and conditions are specified within the Social, Community, Home Care, and Disability Services Industry Award 2010 and relevant government legislation.

Vehicle

No vehicle is provided in resourcing this position however pooled vehicles may be available for approved business travel.

Location

The primary location for this position is based at CREATE Youth, Corner of Cox Road and Melbourne Road, Norlane.

Responsible to

Team Leader CREATE Youth (Geelong)

Variations

Employment variations and changes by exception must be agreed, authorised by the the Chief Executive Officer and documented within relevant confidential employee file.

Delegated authority

The level of delegated authority is that required to fulfill areas of designated responsibility and as per CREATE delegation of authority policies and procedures or CEO authorised delegation by exception.

Termination

Employment termination by either employee or employer must be as per the conditions of the Community Employment Training & Support Services Award (CETSS) and relevant government legislation.

Confidentiality

All confidential records, documents and other papers, together with any copies or extracts thereof and/or intellectual property, made or acquired by you in the course of your employment shall be the property of the organisation and must be returned to CREATE on the finalisation of your employment.

All CREATE staff members are required to sign a Confidentiality Agreement upon commencement of their employment.

MANDATORY

Mandatory to this position:

1. Provision of certified transcripts of academic record and statement(s) of relevant professional experience and training;
2. Curriculum vitae beginning with most current employment particulars;
3. Statement addressing key selection criteria;
4. Three current referees;
5. Satisfactory police check;
6. Working with children check if relevant in employee actually working with children; and
7. Current Driver's Licence.

POSITION APPLICATION

Applications for this position to be marked CONFIDENTIAL and forwarded to:

The Chief Executive Officer
CREATE (Geelong) Inc
PO Box 146, CORIO VIC 3214
e. headoffice@creategeelong.com
p. 03 5240 2100
f. 03 5277 1795

<http://www.creategeelong.com>

Applications must be received by

EMPLOYMENT AGREEMENT

This employment agreement is between:

CREATE (Geelong) Inc

Swinburne Street, Geelong

and

Name

Address

TOWN VIC 3333

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| <p>SIGNATURES:</p> <p>NAME <u>Youth Support Worker</u></p> <p>FIONA LODGE <u>Executive Officer Training</u></p> <p>TREVOR SCHENK <u>Chief Executive Officer</u></p> <p>Dated:</p> |
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