

Position Description



POSITION TITLE	Intensive Cultural Support Worker
PROGRAM	Youth Justice Community Support Service-North West
STATUS	Full Time
REPORTING TO	Coordinator – Youth Justice Community Support Service North West

1. JESUIT SOCIAL SERVICES OVERVIEW

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Purpose

We work to build a just society where all people can live to their full potential - by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change.

Who we work with

We are part of and work with:

- Those most in need - individuals, families and communities
- The broader communities in which we live and
- The decision-makers, service providers and institutions that affect us.

What we do

We strengthen and build respectful, constructive relationships for:

- Effective services - by partnering with people most in need and those who support them to address disadvantage
- Education – by providing access to lifelong learning and development
- Capacity building – by refining and evaluating our practice and sharing and partnering for greater impact
- Advocacy – by building awareness of injustice and advocating for social change based on grounded experience and research
- Leadership development – by partnering across sectors to build expertise and commitment for justice

2. PROGRAM BACKGROUND

Brosnan Services

Provide holistic support services for young people involved in the justice system or who are exiting adult prisons &/or Youth Justice centres, who are assessed as high risk/need, with limited social and family networks, limited accommodation and post release support options and experiencing multiple and complex health problems. Brosnan staff deliver quality programs in a manner that reflects the social justice principles of participation, equity, access and respect. Services include: intensive outreach support, case management, supported accommodation, drug and alcohol counselling, recreation programs, employment/training programs, 24/7 after hours emergency assistance and duty work and referral service. Brosnan Services contributes to many regional and state-wide advisory forums and networks and assists in a more comprehensive approach to justice through partnerships with Government agencies and other service providers and to legislation, policy development and advocacy.

- **Youth Justice Community Support Service**

The YJCSS is an integrated approach to the provision of intensive support and services to Youth Justice Clients to complement the statutory case management undertaken by Youth Justice Units. This service model has been developed recognising that Youth Justice Clients present with a range of complex and varied needs that require an individualised service response. The YJCSS aims to; reduce the rate, severity, and frequency of offending behaviour, to enable effective transition of young people from intensive tertiary services to their community and to develop their capacity for economic participation and engagement in education, training and employment. Support is holistic and is provided predominately on an outreach basis. This service operates over 7 days between the hours of 7.00 am and 10.30 pm.

Within YJCSS, workers will also, be providing intensive outreach support to young people (10-25 yrs) from the Wyndham and Hume areas as part of the Crime Prevention Project. This Project is an initiative of the Victorian Government to divert young people from the criminal justice system by decreasing risk factors and increasing protective factors including; increased participation in education, training and/or employment and supporting connection to family, community and culture.

- **Cultural Focus**

In the North West Metropolitan Region there is an over representation of African young people in the Youth Justice system who require a specific focus. The position will provide a cultural focus on the delivery of YJCSS to young people.

3. KEY OBJECTIVES OF THE POSITION

The key objectives of this position are –

- 3.1 To work as part of an integrated team providing intensive support and/or supported referral to young people involved with Youth Justice.
- 3.2 To ensure young people referred to the program are; linked to family, community and culture, have pathways to economic participation and have access to a range of supports and services in relation to health, housing and developmental needs.
- 3.3 To support African young people within their cultural context to reduce the severity, frequency and rates of re-offending, and minimise progression into the criminal justice system

- 3.4 To enhance relationships between African communities and services within the North West Metropolitan Region.
- 3.5 To promote cultural competency for all YJCSS staff and key stakeholders working with African young people and their families.

4. DUTIES

- 4.1 To provide intensive support, case management and outreach services to a small case load of both African young people and non-African young people and their families referred by Youth Justice.
- 4.2 To engage and build a positive rapport with young people and their families, undertake assessments, develop and review a case plan and participate in the ongoing monitoring of cases via supervision and regular team meetings.
- 4.3 To develop collaborative working relationships with African communities and culturally specific services in the North West Metropolitan Region, to build community capacity to respond to identified needs.
- 4.4 To work collaboratively with Youth Justice staff, African communities and broader service networks to ensure a continuum of care for African young people.
- 4.5 To develop, implement and review work plans and initiatives relevant to the community and which align with our overall program aims.
- 4.6 To maintain membership, provide consultation and feedback at meetings, networks and forums relevant to African youth and families in the North West Metropolitan Region.
- 4.7 To maintain appropriate files, records and statistics to facilitate good case management and accountability.
- 4.8 Other duties as directed.

5. KEY SELECTION CRITERIA

- 5.1 Demonstrated skills and experience in working effectively with young people (particularly those from an African background) experiencing substance misuse, homelessness, mental health concerns, violent or aggressive behaviours and other complex problems that may result in offending behaviour
- 5.2 An understanding of adolescent development and the factors that can contribute to a young person's offending behaviour.
- 5.3 Experience in, and/or knowledge of, the Youth Justice system, relevant Legislation, processes and procedures and the ability to establish, and maintain positive and productive working arrangements with a range of stakeholders; both Government and non-Government.
- 5.4 Knowledge and understanding of African culture, local communities and services and the capacity to work in a culturally competent manner.
- 5.5 A practice framework that is evidence based, along with a sound knowledge of service responses and interventions that impact positively on a young person's development.
- 5.6 Ability to make timely, sound decisions about interventions required, and consult with others for the purposes of assessment and decision-making in the best interests of the young person.
- 5.7 Familiarity with the North West Metropolitan Region, including knowledge of the local service networks (i.e. housing and homelessness, drug and alcohol, mental health, employment/training).
- 5.8 Capacity to work flexible hours where required.
- 5.9 Superior written and verbal communication skills.

- 5.10 Capacity to fulfil reporting and administrative requirements associated with the position
- 5.11 Understanding and sympathy with the mission and ethos of Jesuit Social Services
- 5.12 Current driver's licence
- 5.13 Valid Working with Children Check card.
- 5.14 Successfully completed Police Check. Police Check will be conducted prior commencement by Jesuit Social Services

6. KEY PERFORMANCE INDICATORS

- 6.1 Young people referred to the program must be contacted by the YJCSS within 5 working days from receipt of referral.
- 6.2 A YJCSS case plan must be completed within 20 working days from first contact with the young person.
- 6.3 A review of the YJCSS case plan must be completed within 90 days of the initial case plan.
- 6.4 Annual targets for the program met.
- 6.5 Development and delivery of a minimum of 2 Cultural awareness training sessions annually
- 6.6 Regular engagement with key stakeholders within the African community
- 6.7 Other Key Performance Indicators as set through the Performance Development Review process

7. QUALIFICATIONS

Tertiary qualification/s and/or experience in field required.

8. CONDITIONS OF EMPLOYMENT

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

9. LOCATION

Based at: 10 Dawson Street, Brunswick

10. SIGNATURES

By signing this Position Description the Employee confirms that it has been read, understood and accepted.

EMPLOYEE

Name: _____

Signature: _____

Date: _____

WITNESS

Name: _____

Signature: _____

Date: _____

APPROVED BY

Daniel Clements
General Manager – Justice Programs

DATE

August 2019