

## POSITION DESCRIPTION

### Senior Care Coordinator

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<b>Location:</b>	Cairns
<b>Reports To:</b>	Senior Practitioner or Program Manager
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award, Level 6
<b>Position Type:</b>	Casual/& or Fixed Term Full/Part time ( <i>Employment subject to continued government funding</i> )
<b>PD Date:</b>	27 <sup>th</sup> August 2021

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## ABOUT US

Established in 1994, Youth Empowered Towards Independence (YETI) is a community based not-for-profit organisation that delivers a range of voluntary youth AOD and other support services targeting the most vulnerable and disadvantaged children and young people living within the Cairns and FNQ region.

## OUR MISSION

To provide a community based, supportive, empowering, responsive and healing environment that meets the needs of vulnerable young people through the provision of holistic services that foster social, emotional and physical well-being.

## OUR VALUES

Nine guiding principles underpin service delivery at YETI. The principles are incorporated into all aspects of service delivery and reflected in our service standards, policies, procedures and workplace culture.

Empowerment	Social Justice & Human Rights	Accessibility & Acceptance
Compassion & Care	Trauma Informed	Integrity & Respect
Harm Minimisation	Learning & Changing	Community Focused

## KEY STAKEHOLDERS

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- Disadvantaged and vulnerable young people aged 12 to 25 years old living in and around Cairns.
- YETI colleagues, Government, Aboriginal and Torres Strait Islander organisations, NGO's, volunteer agencies, other service providers and businesses.

## KEY RESPONSIBILITIES

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As a Senior Care Coordinator, you will be part of team that provides coordinated therapeutic case management, counselling, crisis intervention and outreach supports to vulnerable young people with significant trauma backgrounds, diverse and complex needs, and often, high risk-taking behaviours.

Utilising a range of outreach and therapeutic interventions and supports, you will motivate, empower and support clients to:

- Reduce, cease or become safer with their Alcohol and Drug (AOD) use.
- Address employment, housing, education and training barriers/needs.
- Reduce criminal offending and/or meet statutory order requirements.
- Maintain/develop positive familial and personal relationships, a sense of community connectedness, good health and wellbeing.
- Further develop social engagement, participation and general life skills, increase self-reliance and independence.

### **This Includes.....**

- Individual case plans are developed in collaboration with clients and include a range of interventions that address their specific needs or goals.
- Ongoing assessment of client issues needs and circumstances from initial intake to exit.
- Empower and assist young people to participate in health, educational, vocational and/or personal development activities.
- Provide relevant and current information regarding, and facilitate access to additional support services, and where needed, advocate on the clients' behalf with external stakeholders.
- Exercise specialised judgement within the area of child welfare and child protection, making sound and thorough assessments regarding the health and welfare of the young people.
- Use brokerage funds to purchase limited goods or services associated with a case plan.
- Engage and collaborate with families and other people of significance to the young person to enable young people's safety and focus on reducing anti-social and at-risk behaviour.
- Undertake prosocial activities, such as group outings to engage in craft, fishing, exercise, etc. Activities will be needs-based, developmentally and culturally appropriate.
- Undertake and record intakes, assessments, and complete outcomes measurement tools in SRS/Infoxchange.
- Maintain comprehensive client records in SRS/Infoxchange and report outcomes/statistics according to program funding and YETI requirements.
- Draft program reports.

- Undertake intakes and assessments for clients across the program areas.
- Co-manage client where appropriate and participate in case coordination meetings, case reviews, inter-agency and network meetings.
- Build and foster collaborative partnerships with other agencies and stakeholders to develop coordinated treatment models, provide and maintain effective, accountable services for clients.
- Provide support and clinical supervision for a small team of case managers/counsellors.
- Participate in team meetings.

### **We Also Expect You To.....**

- Be respectful of, accountable and transparent in the use of YETI resources.
- Contribute towards maintaining a harmonious and positive workplace culture by being respectful towards others and acting with integrity.
- Act always in accordance with the law, YETI's values, code of conduct, policies and procedures.
- Take reasonable care for your own health and safety, and that of others, and immediately report any identified hazards and risks to management.
- Develop and maintain effective working relationships with key stakeholders to ensure service delivery is of a high standard.
- Safeguard the privacy of personal and sensitive information related to staff, clients, and YETI business.
- Actively participate in supervision, training and professional development activities, and promote methods of service delivery which are based on contemporary, evidence-based, best-practice principles consistent with current trends and standards within the sector.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery.
- Work independently and accountably with minimal supervision as well as collaboratively within a multidisciplinary team environment.
- Provide a culturally appropriate response for young Torres Strait Islander and/or Aboriginal young people and their families that strengthens kinship networks, connection to culture, community and country.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.

### **SELECTION CRITERIA**

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1. Demonstrated senior skills and experience in providing assessment, case management and/or counselling, crisis intervention and outreach support to vulnerable and disadvantaged young people (particularly those of Aboriginal and/or Torres Strait Islander background), utilising a range of activity based and therapeutic interventions.
2. An understanding of best practice standards, harm minimisation and empowerment philosophies, and the ability to analyse complex problems and provide interventions that maximize a young person's strengths, capabilities and integrity in an empathetic and non-judgmental manner.
3. An understanding of, and sensitivity to the needs and issues facing young people with significant trauma backgrounds, complex needs/issues and behaviours engaging in, or at risk of engaging in,

substance misuse/abuse and criminal activity, and the subsequent issues faced by their significant others.

4. Well-developed interpersonal, negotiation, facilitation and communication skills, coupled with experience in establishing positive working relationships with a broad and diverse range of stakeholders.
5. Highly developed organisational skills, the ability to be flexible and manage competing priorities while maintaining a high level of productivity and focus.
6. Highly developed de-escalation and co-regulation skills and experience in effectively managing young people with challenging behaviours.
7. Experienced in using the Microsoft suite of products, internet platforms and client information data bases, namely SRS/Infoxchange.
8. Demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander societies and culture, and an understanding of the diverse circumstances and issues affecting Aboriginal and Torres Strait Islander peoples.

## REQUIREMENTS

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- Tertiary and/or vocational qualification/s in relevant discipline, and at least 2 years' experience working with disadvantaged and vulnerable young people and/or within the AOD service sector or related fields.
- Eligibility for a Working with Children Check (Blue Card) or exemption based on professional qualifications and registration.
- A current unrestricted Qld driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility may be requested.

## INFORMATION FOR APPLICANTS

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Applicants must provide a cover letter and current resume with two contactable managerial referees (prior and/or current).

Applications can be emailed to: [sally@yeti.net.au](mailto:sally@yeti.net.au)