

## POSITION DESCRIPTION

---

### Community Youth Response & Diversionary Officer

<b>Location:</b>	Cairns
<b>Reports To:</b>	Program Manager – YETI Youth Justice Programs
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award, Level 4
<b>Position Type:</b>	Casual
<b>PD Date:</b>	February 2021

---

#### 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

Supporting the social, emotional, spiritual and physical wellbeing of young people.

#### OUR PRINCIPLES

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.

We make change happen	We care first	We step up
We do whatever it takes	We respect everyone	We work together
We're always learning	We listen	We deliver best practice

#### KEY STAKEHOLDERS

---

- Vulnerable young people (10-25 years old) in the Cairns Region
- YETI Management Committee, YETI Executive Management Team, YETI Management Team and YETI Staff.
- Organisations that work in partnership with us (education, community, business, government and non-government).

## KEY RESPONSIBILITIES

---

- Provision of proactive and reactive outreach support/diversion service to divert young people towards support, instead of charging or remanding in custody.
- Utilise your unique skill set to facilitate prosocial activities or facilitate engagement for young people in activities in their community including quality recreation, organised sports program, arts, cultural or other activities based on assessed risks aimed at improving behaviour and reducing offending.
- Attending identified locations within the community and engaging with young people exhibiting at risk behaviour with an aim to provision of support or reconnection with family, community, or school.
- Working with the Outreach Transport Worker as required to locate young people to reduce risk of failure to attend court or appointments.
- Proactively working with internal and external stakeholders (e.g., case workers, police and other suppliers - where required) to assess situations, the needs of young people and respond appropriately
- Identifying and de-escalate high risk behaviours that may be influenced by several factors (e.g., trauma, substance use, etc.).
- Transport young people to an assessed/identified place of safety.
- Have availability to attend work as part of a team within a variety of shifts available across a 7 day a week period, including after-hours and/or weekends
- Work closely with Youth Justice, police and other relevant stakeholders on trends and outcomes of the young people's needs, the support provided and follow up required.
- Linking young people with YETI's Bail Support and Family Support services, or other programs as required and work collaboratively across teams to respond to identified need particularly after hours
- Ensure any 'follow up response' for existing YETI clients who access the service are communicated back to relevant case managers/bail support practitioners through active engagement with YETI staff

## Teamwork & Collaboration

- Contribute to developing a cohesive team by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients.
- Develop and maintain effective relationships with key stakeholders including clients and their family members, community service organisations, relevant professionals and government agencies.
- Participate in case coordination meetings, case reviews, inter-agency and network meetings.
- Actively contribute towards maintaining and promoting a positive workplace culture.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.

## Professional Accountability

- Use YETI information and resources accountably.
- Act at all times in accordance with YETI's values, code of conduct, policies and procedures, and relevant legislation.



- Take reasonable care for your own health and safety, and that of others.
- Maintain confidentiality and safeguard the privacy of information related to staff, our clients, and YETI business.
- Actively participate in training and professional development activities and promote methods of service delivery which are based on contemporary, evidence-based, best-practice principles that are consistent with current trends and standards within the sector.

## **SELECTION CRITERIA**

---

1. Tertiary and/or vocational qualification/s in relevant discipline, and/or at least 2 years' experience working with disadvantaged and vulnerable young people.
2. An understanding of, and sensitivity to the needs and issues facing young people with significant trauma backgrounds, complex needs/issues and high-risk behaviours engaging in, or at risk of engaging in, substance misuse/abuse or criminal activity and the subsequent issues faced by their significant others.
3. Well-developed interpersonal, negotiation, facilitation and communication skills, coupled with experience in establishing positive working relationships with a broad and diverse range of stakeholders.
4. Developed de-escalation skills and experience in effectively managing young people with challenging behaviours.
5. Experience working with young people engaged or at risk of engagement with the justice system
6. Experienced in using the Microsoft suite of products, internet platforms and client information data bases, namely SRS/Infoxchange.
7. Competent record keeping skills
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**

- Eligibility for a Working with Children Check (Blue Card) or exemption based on professional qualifications and registration.
- A current Qld driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility may be requested.