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| **Position Title & Level/Grade:** | Reconnect Youth and Family Worker SFC Level 1-2 Catholic Care Enterprise Agreement | **Department:** | Counselling & Therapy Services |
| **Reports to:** | Program Manager | **Supervises:** | Nil |
| **Internal Liaisons:** | Broader integrated counselling team of psychologists, social workers, speech pathologists and counsellors. | **External Liaisons:** | External stakeholders including school staff, private practitioners and other community services. |

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| **Position Objective** | The Reconnect Youth & Family Worker provides counselling, group work, mediation and practical support to the whole family including the young people who are homeless or at risk of homelessness, who are between the age of 12 – 18 years. The aim and objective of Reconnect is to assist young people and their families to maintain contact, and where appropriate, to assist young people to remain within the family home and achieve family reconciliation. It is to improve the young person’s level of engagement with education, training, employment and the community. This is achieved through an early intervention approach, collaborative engagement, service coordination, information, education, referral and advocacy. |
| **Key Responsibilities** | **Provide a quality therapeutic counselling service.** * Meet KPIs as identified by contract and at performance appraisal
* Provide a Strength based Case Management to young people who are homeless or at risk of homelessness and their families.
* Use evidence-based interventions that are person-centred.
* Provide assertive outreach to support young people and their families.
* Conduct an initial assessment according to service processes/requirements.
* Address barriers to young people remaining in the home.
* Utilise family meeting approach to achieve optimum outcomes for young people and their families, where appropriate.
* Facilitate evidence-based group programs and provide psychoeducation to clients and their families
* Maintain professional communication and provide timely response to all stakeholder, including feedback to referring party.
* Services are provided in line with any professional and CatholicCare Code of Ethics and Conduct.

**Administration*** Completion of Outcome Star Measurement tool.
* Timely and accurate completion of documentation, records and statistics on DSS Data Exchange
* Client records to be completed within 24 hours of the contact and to be completed within the provisions of the Privacy Act.
* A case note must be made for every interaction regarding the case, including any correspondence, e-mails and other documents. Case notes must be factual, relevant and adhere to any CatholicCare process or practice. Files must be always kept in a secure filing cabinet on site and returned the Canberra Office at the end of the year or within 1 week of the file being closed.
* If files are to be transported this must be done using a lockable briefcase in line with the File Management Policy.
* All client meetings and appointments are to be placed in your outlook calendar, which is to be shared with your team members and your manager.

**Supervision and Professional Development** * Attend Monthly Professional Supervision.
* Attend Team Meetings as per schedule.
* Undertake professional development as per your Professional Development Plan and Program and CatholicCare Policies, including program specific core training.
* Maintain professional registration with the relevant body (eg: AHPRA, AASW, PACFA, ACA)

**Quality Assurance*** Adheres to CatholicCare’s Code of Ethics and Conduct.
* Participates in Quality Assurance and Policy Reviews.

**Risk Management*** Comply with Organisational, Portfolio and Program Specific Policies and Procedures.
* Comply with Workplace Health and Safety Laws.

**Networking*** Attend and professional represent CatholicCare at external network meeting, forums, committees, conferences and consultations such as with; The Youth Coalition, ACT Shelter, Youth Worker Practice Meeting and Who’s New On The Street Committee Meeting.
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| **Key Selection Criteria** |
| * Tertiary qualifications in Psychology with AHPRA registration or Social Work eligible for membership with AASW or Degree qualified Counsellors with registration with PACFA or ACA
* Demonstrated experience in providing case management and appropriate therapeutic supports and building relationships to support young people and their parents in centre based and outreach settings
* Knowledge and understanding of the issues relevant to the provision of therapeutic supports to young people and their families with a view to responding to the risk of youth homelessness, disengagement from education, alcohol misuse, other drugs or cultural disconnection
* Ability to communicate and engage with clients therapeutically and to assist clients with a broad range of intellectual abilities, motivational levels, and health profiles, and from a range of socio-economic background
* Demonstrated ability to proactively build relationships with key stakeholders and enhance community capacity
* Hold a current drivers’ license, a current Working with Vulnerable (for ACT) or Working with Children Check (for NSW). Willing to undergo a police check.
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| **Experience & Knowledge** | * Knowledge and understanding of the key issues young people who are homelessness or at risk of homelessness are facing.
* Understanding of therapeutic approaches and evidence-based interventions.
* Understanding of person-centred principles
* Understanding of Mandatory Reporting practices
* Knowledge of related standards, laws, legislation, awards regulations and codes.
* Knowledge of EEO, Work, Health & Safety and Privacy & Confidentiality policies and legislation.
* Understanding of Quality Assurance Stds, protocols and implementation.
 | **Attributes** | * Evaluating and monitoring own performance.
* Having knowledge and confidence in own ideas and vision.
* Articulating own ideas and vision.
* Taking responsibility.
* Working ethically.
* Working under pressure.
* Demonstrating resilience.
* Being patient and persuasive.
* Being punctual and meeting deadlines.
* Accepting change.
* Empathetic.
* Emotional Intelligence.
* Commitment to Social Equity.
* Sense of Humour.
* Enthusiastic and Positive.
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| **Employee Declaration**  |
| I have read this document and agree to undertake the duties and responsibilities as list above.I acknowledge that:* This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives.
* The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures.
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| **Employee** |  |
| **Signature** |  |
| **Date** |  |