



## Youth Activities Officer/Student Welfare Worker Casual Fixed Term Contract

### Position Description

<b>Position Title:</b>	Youth Activities Officer/Student Welfare Worker (SWW)
<b>Program:</b>	Chaplaincy and student welfare worker services, Department of Education
<b>Location:</b>	Based at IYS, 79 Poinsettia Street INALA, with day-to-day service delivery at Redbank State School
<b>Award</b>	Social, Community, Home Care & Disability Services Industry Award 2010 (QLD TPEO rates) Level 2 – 3 dependant on qualifications and experience
<b>Responsible to:</b>	IYS Quality and Service Delivery Coordinator and School Principal (or delegate)
<b>Accountable to:</b>	IYS Chief Executive Officer and Management Committee

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#### About IYS

Inala Youth Care Community Inc., trading as Inala Youth Service (IYS), is a not-for-profit, community based organisation committed to providing preventative and early intervention strategies which meet the immediate needs of children, young people and their families whilst supporting empowerment and the ability to make informed future decisions. Purposeful information, advocacy and referrals are available to support decision-making and engagement in such areas as accommodation and housing, education, employment and training, counselling, community and cultural connection, restorative practice, and positive social participation.

Formed in 1986, and incorporated in 1988, IYS is managed by a voluntary Management Committee who attend a minuted monthly meeting to ensure good governance and oversee organisational operations, program delivery, compliance and finances.

IYS is well established within Inala and surrounding communities including Richlands, Forest Lake, Durack, Wacol, Doolandella, Willawong, Darra and the Centenary suburbs, and is widely considered as one of South East Queensland's leading youth agencies. IYS has programs for young people that deliver services from Logan through to greater Ipswich. Services are delivered through centre-based, mobile support and outreach activities from our head office and our dedicated Youth Space, "The Hut" in Inala, and by workers based in schools.

IYS is committed to service delivery in line with its mission and values which are founded in principles of social justice, the importance of young people in the community, a culture of mutual respect, confidentiality and a 'fair go' for all.

#### Program Outline:

The role of the Student Welfare Worker is to provide social and emotional support to students and staff and enhance engagement with the broader community including parents.

The role of Student Welfare Worker will reflect the specific needs of the students attending the school. Activities provided by the Student Welfare Worker are at the discretion of the school principal, in consultation with the school community.

**Position Outline:**

This position is attached to a specific school site and all work conducted by this position will be either on this school site or for the benefit of this school site. The Chaplaincy and Student Welfare Worker Services Guidelines for schools (issued by the Department of Education) will be the guiding tool for this position.

Operating within the school environment requires knowledge and understanding of, and compliance with, the relevant Department of Education and school-specific policies and procedures. This position must also comply with the policies and procedures of the employer, IYS. Where there is perceived to be a clash between any of these policies or procedures, it is the responsibility of the worker to seek immediate guidance and clarification from the Quality and Service Delivery Coordinator (QSDC) of IYS who will also provide regular supervision and professional support to this position.

**Position Objectives**

The role of student welfare worker is to provide social, emotional and spiritual support definitions to students, parents and staff. The role of student welfare worker will reflect the specific needs of the students attending the school. Activities provided by the student welfare worker are at the discretion of the school principal, in consultation with the school community.

Student welfare workers must be able to provide support for a range of day-to-day matters affecting the school community and communicate effectively with a diverse group of people. While student welfare workers personally model and own their own positions or beliefs, they must avoid any claims or implications that any one religion, denomination or worldview definitions is advantageous or superior to any other religion, denomination or worldview.

**Position Activities:**

In consultation with the IYS QSDC and school Principal (or delegate) the student welfare worker may be involved in any of the following:

- Social and/or emotional support — assisting students to develop knowledge, understanding and skills that support learning, positive behaviour and constructive social relationships through social skills programs.
- Spiritual support — providing an additional dimension to the school's care, guidance and support of students with spiritual and/or religious needs. Note: The worker must not take advantage of their position to proselytise definitions, evangelise definitions, advocate for or denigrate a particular worldview or faith.
- Mentoring — acting as a role model for students and assisting in the development of supportive relationships for, with, and among students.
- Community development — enhancing the links between the school and its community, working with school-based support staff and community-based youth organisations and networks to support students.
- Educational support — assisting with classroom activities (under the direction of a teacher) where involvement by the chaplain/student welfare worker provides further social, emotional or spiritual support for those students who may be at risk of disengagement.
- Extra-curricular activities — participating in general school activities, for example, camps, excursions, sports days or coaching team sports.

The role will work collaboratively with school and IYS staff to delivery high quality group work activities and individual support.



### **Responsibilities/duties:**

- Facilitate service delivery within the guidelines, policies and procedures of IYS; the Department of Education; and Redbank State School, seeking advice and support from IYS's QSDC as required.
- Work within the school environment to develop and maintain a professional team with the school community – including teachers, parents, guidance officers, students, special needs staff, administrative officers, welfare services and external agencies.
- Inform and educate parents, community members, school staff and students on issues that may impact on students as directed by the school Principal or delegate.
- Develop and implement programs to support social and emotional wellbeing as required (for example increasing social skills, assertiveness or self-esteem).
- Identify and provide appropriate assistance to students experiencing difficulties at home or at school which may put them at risk.
- Develop and maintain appropriate records which relate to the operation of the program including client contact forms, case notes and other relevant case file documentation.
- Keep up to date with issues affecting the target group, and available resources.

### **Relationships:**

- Report to the QSDC, and develop positive, collegial working relationships with IYS staff, students, and volunteers, and with Redbank State School staff and stakeholders.
- Participate in regular operational supervision with the IYS QSDC as required, including consulting with the IYS QSDC regarding complex cases/issues
- Maintain communication with the QSDC of IYS in the event of personal situations which have the potential to impact on performance.
- Complete monthly reports for submission to IYS and Department of Education using templates provided.
- Establish and maintain links with key stakeholders and service providers who can support the role.
- Advocate on behalf of the target group and individuals.
- Participate in relevant networks and interagency meetings, conferences and training events where capacity exists and appropriate approvals received.
- Maintain open lines of communication with other IYS staff, including attending and participating in staff meetings and in-house staff training where requested/required

### **General:**

- Operate in compliance with the IYS Code of Conduct, all organisational policies and procedures, and in compliance with IYS's contracted service agreement at all times.
- Meet internal reporting requirements which involve accurate record keeping, data collection and report preparation.
- Be a strong advocate for children and young people in order to maximise their opportunities for engagement and ultimately success.
- Contribute to the implementation and achievement of IYS's Strategic Plan, as appropriate
- Provide information to support reporting to the Board, and contribute to IYS's annual report
- Supervise students, volunteers and others, as appropriate



- Work autonomously with good time management, and as part of a team.
- Undertake other duties as required to support Redbank State School and IYS
- Provide non-identifying statistical information to IYS or the school to support the promotion and development of the service.
- Assist in the development, implementation and revision of policies and processes to ensure accountable, efficient and responsible service delivery.
- This position is subject to funding being available via Department of Education to the school, and IYS's continuing role as the provider of Chaplaincy and Student Welfare Worker services to the school.

#### **Position requirements and personal attributes:**

- Hold, or be working towards competency in the Certificate IV in Pastoral Care or Youth Work through the AQF nationally accredited Community Services Training Package, or an equivalent or higher qualification. The certificate or equivalent qualification must contain one unit of competency in two of the key topic areas of 'making appropriate referrals', 'mental health', 'working with young people' or 'cultural awareness and support'.
- Minimum 12 months' experience in the Human Services/Community Service/Youth Work field with excellent knowledge of child/youth related issues
- Demonstrated experience building positive and effective relationships with Pasifika and Aboriginal and Torres Strait Islander children and their families
- A love of sports including knowing the rules of Basketball, football, soccer, handball and great playground mediation skills.
- Personal drive, integrity and ethics with a sound understanding of professional boundaries
- Experience supporting and assisting young people with complex needs
- Experience liaising with, and knowledge of, key stakeholders (e.g. education and training providers, community organisations, government departments)
- Experience with record keeping, report writing, data collection and necessary administrative tasks including well developed computer skills
- Excellent group work and community engagement skills and experience
- Experience working in schools will be an advantage
- Genuine enjoyment of working with children and young people to support positive engagement and outcomes
- Self-reflective and critical thinking skills
- A good fit with IYS organisational values and beliefs
- Must hold a current, valid Blue Card - Queensland's Working with Children Check.
- First Aid Certificate (incl. CPR) or ability to acquire
- Drivers Licence
- IYS is claiming an exemption under the Qld. Anti-discrimination Act 1991 to require that this position be filled by a **male** worker. This is based on the provisions afforded by Section 25 (Genuine occupation requirement) and Section 28(1) (Work with children).