

POSITION DESCRIPTION

Position Title:	Youth and Family Specialist
Department:	Community and Psychosocial Services
Reporting to:	Head of Community and Psychosocial Services
Location:	Head Office, 25 Barbara Street FAIRFIELD; and locations in the Fairfield LGA and Southwest Sydney
Award/Classification:	Social, Community, Home Care and Disability Services (SCHADS) Industry Award – commencing at Level 3/Level 4, Pay Point to be confirmed
Salary:	Minimum rate of \$74K per annum, plus 11.5% superannuation and benefits
Benefits:	<ul style="list-style-type: none"> ▪ Generous salary packaging of up to \$18.5K per annum ▪ 17.5% Leave Loading ▪ Two paid Gifted Days annually (pro rata) ▪ Employee Assistance Program (counseling and mental health support) ▪ Career development opportunities ▪ Hybrid work ▪ Discounted childcare.
Employment type:	Permanent / Full-time

ABOUT COMMUNITY FIRST STEP

Community First Step (CFS) is an independent, not-for-profit, community-based organisation in Sydney's Southwest. The organisation was founded 50 years ago by a group of residents who formed Fairfield Community Council for Social Development - a forum for community development and action on social issues.

Since its inception the company has grown, and today continues to work with the local community to support the development of engaged, useful and robust citizens. In 2007 the company was renamed Community First Step and currently employs over 90 staff with over 17 cultural backgrounds, who support various services including Community, Children and Disability sectors.

Our vision: Our vision is that communities in Southwest Sydney have equal opportunities to thrive in their lives and livelihoods.

Our Mission: Our purpose is to empower the community in Southwest Sydney to overcome social and economic disadvantage by identifying community need and supporting sustainable capacity building.

Our Culture and Values: Central to the success of Community First Step are the values from which all staff operate:

- Respect
- Honesty
- Confidentiality
- Development and Improvement
- Harmonious Environment.

PRIMARY PURPOSE OF THE POSITION

Reporting to the Head of Community and Psychosocial Services (HCPS), the Youth and Family Specialist (YFS) will play a pivotal role in supporting and advocating for youth and families facing various challenges with high level case management support, advocacy and education in Fairfield, Campbelltown, and Liverpool LGAs.

You will be responsible for managing timely referrals, conducting assessments, developing individualised case plans and goals, which include working closely with families and relevant services, and providing ongoing support to ensure the well-being and success of each client.

The YFS will work as part of a team to deliver evidence-based youth programs to support clients, and group programs for parents of young people. You will also be involved in coordinating and supporting the delivery of youth focused, and youth-led community events, and empowering young people to build a sense of community belonging, and civic participation.

MAIN DUTIES AND RESPONSIBILITIES

Assessment and Planning

- Conduct comprehensive assessments to understand the needs, strengths, and goals of each youth.
- Develop individualised development plans that outline specific goals and strategies for personal, educational, and social development. Monitor progress of plans and reassess as recommended.

Case Management

- Provide timely case management services, from a proactive, client-led, trauma informed, strengths based, and culturally safe perspective for youth and their families.
- Coordinate with other service providers, including mental health professionals, educational institutions, community organisations and allied health professionals
- Monitor and review progress regularly, adjusting plans as needed.

Service Delivery and Program Implementation

- Ensure the Youth Drop-In Centre is a safe and inclusive space where young people feel welcome, respected, and supported.
- Design and implement programs that address various aspects of youth development, such as life skills, academic support, career readiness, and recreational activities.
- Facilitate group sessions, workshops, and activities that promote personal growth, social skills, and community engagement.
- Stay informed of current trends, research, and best practices in youth and family services to inform program development and service delivery.

Direct Support and Mentoring

- Provide one-on-one support and mentoring to help youth navigate challenges and achieve their goals.
- Build positive, trusting relationships with youth to foster a supportive environment.
- Offer guidance and advice on personal, educational, and career-related matters.

Advocacy and Empowerment

- Advocate for the needs and rights of youth within the community and with other service providers.
- Empower youth to become active participants in their development and decision-making processes.
- Encourage youth to develop leadership skills and engage in community service.

Family and Community Engagement

- Work with families to support the youth's development and address any family-related issues impacting the youth.
- Engage with community resources and organisations to build a network of support for youth.
- Coordinating and supporting the delivery of youth focused, and youth-led community

events, and empowering young people to build a sense of community belonging, and civic participation

Outreach Work

- Engage with the community to identify and reach out to youth who may benefit from CFS services.
- Build relationships with community organisations, schools, and other stakeholders to facilitate ongoing referrals and collaborations.
- Provide ongoing follow-up to ensure youth remain engaged with services and support networks.

Youth Navigation

- Guide youth through various systems and services to facilitate connection and ensure they receive comprehensive support. Including attending appointment with youth to provide support where required.
- Provide detailed information about available services, how to access them, and what to expect in order to remove barriers.
- Help youth understand their options and support them in making informed decisions about their care and development.
- Assist with and encourage client participation in CFS events and projects and broader community events and networks.

Restorative Justice Work

- Organise and facilitate restorative justice meetings to address harm, promote accountability, and foster reconciliation.
- Encourage youth to understand the impact of their actions and take responsibility.
- Develop and implement reparation plans for making amends.
- Provide ongoing support to youth after restorative justice processes to ensure successful reintegration.
- Educate youth, families, and community members about restorative justice principles and practices.

Outcomes Evaluation

- Assist with establishment and implementation of a system for tracking and evaluating program outcomes.
- Collect data to measure the impact of interventions on child and family outcomes.
- Prepare and present regular reports on program effectiveness and areas for improvement as required

Documentation and Reporting

- Maintain accurate and up-to-date records of all interactions, plans, and progress reports.
- Prepare reports for funding bodies, management, and stakeholders as required.
- Ensure compliance with all organisational policies and relevant legislation.

Work across the organisation

- Assist in planning, organising and running groups, workshops, projects and events at the Hub and across CFS services, as required.
- Undertake other duties consistent with the position when required and / or requested by the Manager, other members of the Leadership Team.

Work Health and Safety (WHS)

- Take all reasonable and practical steps to ensure the safety, health and welfare of oneself and all staff and clients in accordance with applicable legislation and relevant CFS' policies, procedures and guidelines.
- Intervene wherever unsafe work practices are observed and reports issues to the HDS as soon as practicable.
- In the event of a workplace accident, ensure that accident/injury reports are completed within a specified timeframe, ideally 24 hours.

Professional Responsibilities

- At all times, demonstrate a commitment and adherence to the organisation's Code of Conduct, Mission, and Vision, and model these behaviours within the culture of the team.

- Demonstrate a commitment to professional development.
- Consistent attendance at work.
- Always uphold the reputation of the organisation by modelling professionalism consistent with organisational values and vision.
- Communicate clearly and always maintain professional boundaries with clients, staff, families, and community members.
- Act non-judgmentally, sensitively and with understanding towards others.
- Acknowledge and respect differences in personal beliefs and values.
- Undertake other duties consistent with the position when required and / or requested by the CEO / COO.

QUALIFICATIONS, EXPERIENCE AND SKILLS

Essential criteria

- A degree in psychology, social sciences, social work or related fields
- Minimum of two years' experience working with young people and their families, including case management and/or a community development role.
- Valid Class C NSW Drivers License and reliable transportation
- Willingness to obtain NDIS Worker Screening Check.
- Willingness to obtain Working with Children Check
- Current First Aid and CPR certificates.
- A high level of communication skills with the capacity to work with culturally and linguistically diverse communities.

Knowledge, skills and attributes:

- Written Skills: Excellent report writing and case noting skills with a strong attention to detail.
- Communication Skills: Strong verbal and written communication skills to interact effectively with youth, families and professionals
- Interpersonal Skills: Strong relationship-building skills to develop trust and rapport with youth and their families.
- Problem-Solving: Ability to address and resolve issues that arise in the youth's development process.
- Organisational Skills: Strong organisational skills to manage multiple cases and programs efficiently and in a timely manner.
- Cultural Competence: Demonstrated capacity to work with culturally and linguistically diverse communities.
- Conflict Management: Proficiency in facilitating dialogue, mediating disputes, and managing conflicts.
- Ability to work as a team member and with a high degree of autonomy.
- Strong computer and IT literacy skills, in MS Word and MS Excel.
- Demonstrate a commitment to Work Health and Safety and Cultural Diversity Principles.
- Able to establish and maintain effective relationships with internal and external stakeholders.
- Demonstrate a commitment to Work Health and Safety and CFS' Cultural Diversity Principles.

KEY RELATIONSHIPS

Works under the supervision of the HCPS and maintains appropriate, effective relationships with:

- Youth and Family case workers, children and family caseworkers and the Community and Psychosocial team
- External stakeholders e.g. Allied Health, Community organisations, clients' families/advocates and support networks.
- Relevant internal stakeholders.

EXTENT OF AUTHORITY

- Within the guidelines of the position description.
- Will have freedom to act within established guidelines and instructions from the HDS to contribute to attaining CFS goals.

WORKING CONDITIONS

Working conditions are as per employment contract.

All employees must adhere to and act in accordance with to all CFS policies, procedures and guidelines including but not limited to the CFS:

- Code of Conduct
- Work Health and Safety
- Privacy and Confidentiality
- Professional Boundaries
- Feedback and Complaints
- On-line Access to Cyber Safety
- Sexual Harassment and Victimisation
- Bullying
- Vehicle Policy
- Hybrid Work

I have read and understood this position description and agree to comply with this position description. I understand that this position description will be reviewed and updated periodically.

Signed

Date / /

Please sign and return a copy of this PD to the People & Culture Team and keep a copy for your personal record.