








Role description

Role Title	Youth Development Coach
Team	Youthlink
Location	Slacks Creek
Classification Level	4
Reports to	Program Manager – Youthlink

Our Vision - Building independence and participation.

Our Purpose - YFS backs people to overcome adversity and to thrive.

- Our Values** -
-  **Excellence** - we deliver high quality services and have high expectations
 -  **Integrity** - we act honestly and openly
 -  **Optimism** - we think and act with confidence about people and the future
 -  **Steadfastness** - we persist to overcome barriers and adversity with our clients
 -  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples.

The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary purpose

Working within our Youthlink program, this role provides tailored case management services to achieve these key outcomes for young people aged 12 to 21 years:

- positive relationships with their family, friends and the community
- engagement in education, training and/or employment
- healthy and violence free lives
- safe and stable places to live

Key accountabilities

Service delivery

- Provide to young people purposeful and tailored case managed services that are client-centred and family focused. Work with each young person to identify their goals and needs, assess and monitor their progress, and develop and implement practical, strengths-based collaborative interventions.
- Provide planned activities for young people to engage or re-engage them in learning and earning.
- Provide mental health interventions and assist young people to link with additional support services tailored to their needs.
- Work with parents, young people, school staff and other relevant agencies to build participation and independence.
- Ensure timely and open communication, undertake meetings with young people and other key contacts and prepare written communications, including correspondence and short reports as required.

External relationships

- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for young people, and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.

Leadership and values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.

Teamwork and 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 young people, families and/or YFS.

Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of safeguarding children and vulnerable adults.

Problem solving and decision making

- Identify and resolve problems and contribute to improving working processes and procedures to improve service delivery to young people and families.

Administration

- Enter data, maintain records and complete documents in line with YFS document management and record keeping procedures.

Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Relevant tertiary qualifications (Degree, Certificate or Diploma in relevant discipline) and/or experience are essential.

Knowledge and experience specific to the role

- Proven experience in person centred case management service delivery
- Demonstrated knowledge and understanding of the factors contributing to young people disconnecting from family and community or disengaging from education, training and/or employment
- Well-developed interpersonal communication skills to engage with a range of people (e.g. young people and families, education providers, community practitioners and specialist clinicians) including people from diverse cultural and socio-economic backgrounds.
- Effective written communication skills to write correspondence and prepare short reports
- Teamwork skills with the ability to contribute to a productive and harmonious team environment
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively, and to manage competing demands and priorities
- Refer to the level 4 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements

- Work out of hours when required to respond to client needs (e.g. to assist with before and after school routine and engagement with weekend events)
- Current Queensland C Class driver licence
- Current First Aid Certificate, or ability to obtain
- Current Positive Notice Blue Card
- Current National Police Check.

Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.