

	Youth Service Officer Position Description				MGR01
Prepared By:	Tadashi Nakamura	Issued	01/12/2023	Copy no	1
Authorised By	I/CEO	Replaces		Page	1 of 3
Reason for Amendment					

POSITIONS DETAILS		Youth Service Officer
LOCATION:	1 Lipson Street, Port Adelaide South Australia 5015	
DEPARTMENT:	Training & Support	
REPORTS TO:	Operations Director	
DIRECT REPORTS:	NIL	
EMPLOYMENT	Full-Time	
CONDITIONS:	12-month fixed term contract. Key Performance Indicators will be reviewed quarterly.	
RELEVANT AWARD:	Prescribed Position Social, Community, Home Care and Disability Services Industry Award 2010	

KEY POSITION OBJECTIVES	
<p>The Youth Service Officer (YSO) role at Tauondi Aboriginal College is centred on delivering goal-focused intensive case management to Aboriginal young people aged 12 to 24. This involves a strong commitment to providing opportunities for those disengaged from education, employment, and communities. The YSO will draw upon a proven track record in high-quality youth service delivery, navigating a Key Performance Indicator (KPI) driven environment to consistently meet or exceed targets and refine programs for optimal effectiveness.</p> <p>Cultural competence is paramount in this role, requiring a deep understanding of Aboriginal communities and cultures. Active engagement with local communities, building trust, and establishing rapport are essential for addressing the specific needs and aspirations of the young people served. Effective communication, both verbal and written, is crucial for conveying information to diverse stakeholders and collaborating within interdisciplinary teams to ensure a holistic and coordinated approach to service provision.</p> <p>Advocacy and resource navigation are integral dimensions of the YSO position. This involves championing the rights and interests of Aboriginal young people within various systems and assisting them in navigating available resources and support networks. Establishing and maintaining strong partnerships with external agencies, organisations, and community stakeholders further enhances the overall support network for clients.</p>	
KEY ACCOUNTABILITIES AND RESPONSIBILITIES	
<p>1. Client Work</p> <ul style="list-style-type: none"> Provide young people with goal focussed intensive case management; Link and engage participants with education and the local jobs market; Working with young people, their families, schools and Flexible Learning Options (FLO) providers to increase school attendance and attainment; Provide and/or facilitate cultural mentoring and coaching to improve the cultural identity of young people; Engage young people and their families in cultural activities; Maintain a database, analyse data and reporting as per funding and service agreement. <p>2. Youth and Community Liaison</p> <ul style="list-style-type: none"> Facilitating and maintaining effective consultation and working relationships with young people, community, schools and other stakeholders; Promoting and marketing of the Youth Service programs, activities and other initiatives in collaboration with the stakeholders; Providing relevant information, resources and advice on youth concerns, issues and trends to young people, community groups and other stakeholders as required; 	

- Assisting and supporting youth and community groups with activities, events and projects where appropriate.

3. Internal Liaison

- Providing feedback in regard to youth needs, opportunities and trends;
- Facilitating staff awareness in regard to social issues impacting young people and families; and
- Providing relevant quarterly, operating/business progress reports, youth news, other data and documentation.

4. Other duties as agreed

The Employee shall perform the duties set out in the Position Description. These duties may be modified and updated by the Employer following agreement with the Employee.

PERSON SPECIFICATION

Skills & Knowledge:

- Proven track record of successfully fostering and maintaining positive relationships with diverse communities, particularly Aboriginal language groups.
- Previous experience as a liaison or community engagement officer, demonstrating effective communication and cultural sensitivity
- Knowledge of youth sector issues of homelessness, mental health, juvenile justice, drugs and alcohol, school engagement and retention, and young parents

(Desirable)

- Knowledge of Tauondi's vision, purpose and values in order to uphold and promote Tauondi ethos.

Previous Work Experience:

- 2+ years delivering youth services
- Proven track record of successfully fostering and maintaining positive relationships with diverse communities, particularly Aboriginal language groups.
- Previous experience as a liaison or community engagement officer, demonstrating effective communication and cultural sensitivity
- Demonstrated experience in case management including assessment, planning, referral and advocacy

Personal Attributes:

- Excellent time management, ability to determine priorities, successfully manage simultaneous and competing projects to meet internal and external deadlines.
- Excellent organisational ability and initiative, including prioritising to meet deadlines.
- Ability to work autonomously, while also being a strong team player.

Demonstrated and proven:

- High level of cultural competency and sensitivity, respecting and valuing the diversity of Aboriginal cultures and languages.
- Demonstrated ability to adapt to evolving community needs, changing priorities, and emerging best practices in language preservation.
- Empathetic approach in engaging with community members, understanding and appreciating their perspectives and concerns.
- Genuine passion for the preservation and revitalisation of Aboriginal languages, with a commitment to contributing to cultural sustainability
- Collaborative mindset, fostering a sense of inclusivity and cooperation
- Strong problem-solving abilities to address challenges in program development, community engagement and stakeholder collaboration
- High ethical standards and integrity in dealing with sensitive community issues, ensuring transparency and trust-building

- Resilience in navigating complex community dynamics, adapting to setbacks, and maintaining a positive and constructive outlook.
- Ability to maintain confidentiality.

Qualifications & Training:

- (Essential) Certificate IV in Youth Work or related field; or equivalent working experience
- (Essential) Current DHS Working with Children Check (or prepared to obtain).
- (Essential) Responding to Abuse and Neglect – Education and Care Certificate (or prepared to obtain).
- (Essential) Current SA Driver's licence

VISION and VALUES

Vision statement

The trusted Aboriginal owned and run community organisation enabling Aboriginal people to thrive and reach their full potential through high quality training & development.

Values

- **TRUST** Building strong relationships
- **ACCOUNTABILITY** Being observable and authentic
- **UNIQUENESS** Offering exceptional learning experience
- **OPEN** Creating business for new ideas and opportunities
- **NETWORK** Growing community and stakeholder footprint
- **DIVERSITY** Valuing cultures through respectful engagement
- **INTEGRITY** Conducting business truthfully and ethically

KEY RELATIONSHIPS

Internal

- Reporting to Operations Director
- Aboriginal Youth
- Student Support Team (including Youth Service team)
- Administration Team

External

- Aboriginal community members
- Public and private Aboriginal and non-Aboriginal organisations
- Industry and Enterprises (employers)
- External stakeholders including schools, FLO providers, employment service providers

Acknowledgement

I..... acknowledge that I have been given a copy of this Position Description and that I have read and understand it.

Signed..... Date ____/____/____
(Employee)

Signed..... Date ____/____/____
(Manager)