

# Youth Support and Advocacy Worker

## Brisbane Emergency Response Outreach Service



### Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

### Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

### What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

### Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

### Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

### Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

# Position Overview

## Position Title

Youth Support and Advocacy Worker

## Team

Brisbane Emergency Response Outreach Service

## Reports to

Service Coordinator

## Line Manages

N/A

## Employment Status

Part Time, Fixed Term

## Hours of Work (per week)

26.4 per week (flexible hours between 6pm – 12pm)

## Classification/Award

Level 2 SCHADS 2010

## Talkin

Service Coordinator

## Based at

West End

## Backup when absent?

Street To Home Team

## Brisbane Emergency Response Outreach Service (BEROS)

The purpose of this program is to support young people in the care of the Department of Child Safety who are 'Self-placing' to seek safe and appropriate support and accommodation.

The program activities involve assertive outreach, overnight housing accommodation, transport and case management through active planned support and joint coordination with Community Living Association (CLA).

Young people who are eligible to participate in the program:

- Are identified by the Department or the outreach program as young people who are self-placing (which may include sleeping rough, couch surfing or staying with friends and family).
- Often engage in high-risk behaviours such as sleeping rough, substance use, and association with others who are exploitative.
- Are vulnerable to exploitation due to their age, emotional needs and/or disability.
- Have high support needs due to mental and physical health, substance use and behavioural issues, as well as identified disabilities.

# Position Description

## As a Youth Support and Advocacy Worker you will...

work as part of the BEROs team to respond to crisis calls and requests after hours and assist young people to access safe and appropriate accommodation by developing multi-coordinated responses and building relationships with external stakeholders and young people to achieve positive outcomes and stability.

### Interactions and Relationships

#### External

- Department of Child Safety
- Community Organisations
- Service Providers
- Participants

#### Internal

- Organisational Services
- Street To Home
- Other Micah Teams

#### Partnerships

- Community Living Association

### Key Responsibilities

- Undertake outreach work to where young people are staying in other peoples' residences, public spaces, or couch surfing, including transporting to safe and appropriate accommodation.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.
- Joint coordination with CLA key workers, Child Safety caseworkers and other involved service providers. This includes attending team meetings and training sessions.
- Work in cooperation with the team and other partnering service providers to access services to meet the individual needs and requirements of the young person.
- Complete all data and documentation requirement through the contracted arrangement with CLA as the lead agency, including daily handover email.
- Provide direct support and advocacy as part of coordinated planning process with young people.
- Work to refine and further develop observation and engagement skills required to understand the dynamics of groups of young people who are living and or socialising in public spaces.
- Maintain culturally appropriate practices in delivering services.
- Attend and actively participate in team and other meetings as requested.
- Accountable and responsible for making sure that organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures.
- Commitment to child and vulnerable adult safeguarding.
- Perform other duties as assigned by Supervisors.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011.

# Key Challenges

## Key Challenges of the role includes....

- While performing the duties of the role, you may be working with people with varying degrees of trauma and/or under the influence of substances which may result in signs and symptoms of frustration, distress, and elevated behaviour responses.
- Ability to negotiate with emotionally heightened people, using de-escalation skills.
- Exposure to distressing or sensitive information.
- Ability to navigate shiftwork.
- Managing a workload with deadlines and competing commitments and priorities which require negotiating and re-prioritising own work.
- Ability to undertake physical activities involved in a community-based environment including lifting, bending, squatting, pushing, pulling, trunk twisting, kneeling, standing, driving, and sitting for a duration.
- Biological Hazards – contact with body fluids, bacteria, infectious diseases.

## Criteria and Conditions

### Criminal History Screening

- ☐ National Police Certificate ☒ Blue Card  
☐ Yellow Card ☐ APHRA Registration

### Driver's License

- ☒ Essential ☐ Desirable

### Travel

- ☒ Essential ☐ Desirable

### Assets Provided

- ☒ Work Computer ☒ Work Phone ☒ Pool Vehicle ☐ Packaged Vehicle

## Essential

- Relevant certificate, diploma or tertiary qualification and extensive experience, or a combination of experience, expertise, and competence.
- Demonstrated experience working with young people with complex needs in a way that shows respect, positive role modelling and is empowering.
- Demonstrated commitment to upholding child and vulnerable adult safeguarding principles.
- Demonstrated understanding of the child safety system including the impact of disability and mental illness on a young person's lifestyle and choices.
- Demonstrated ability to work as an active and supportive member in an experienced and dynamic team environment.
- Demonstrated ability to use effective communication strategies and processes involving well developed interpersonal skills, an ability to advocate effectively, documentation of assessments and individual advocacy, planned support, data collection, word, and email.

- Demonstrated knowledge and experience of working with Aboriginal and Torres Strait Islander peoples, and people with a culturally and Linguistically Diverse background.
- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, Microsoft products.
- A positive attitude, and the ability to work flexibly and proactively in a team environment and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.

### Desirable

- Previous experience working for a community-based organisation.
- Certificate IV in disability, mental health, community services or equivalent.

### General Conditions

- All employees are to practice the values of Micah Projects, as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

## Acknowledgement

**I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects**

**Employees Name** \_\_\_\_\_

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_