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<b>Position Title</b>	Senior Youth Case Worker
<b>Location</b>	Yarrabah
<b>Employment status</b>	Full time
<b>Position reports to</b>	SEWB Manager for operational and community engagement activities Director – Community Services and Wellbeing for case work
<b>Positions responsible for</b>	Trainee Youth Worker for mentoring, training and case work supervision
<b>Date of Approval</b>	May 2021

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## About Gurriny Yealamucka (Gurriny)

Gurriny Yealamucka Health Service (Gurriny) is an incorporated Aboriginal community-controlled health organisation. The core business of Gurriny is to provide a culturally sensitive multi-purpose primary health care service and to implement the Yarrabah Health Strategic Plan through the Yarrabah Health Framework Agreement in partnership with Queensland Health, Yarrabah Aboriginal Shire Council & Commonwealth Department of Health & Ageing.

Further information about Gurriny can be obtained from the website at <https://www.gyhsac.org.au/>

## Our Vision

As the Community Controlled Health Services will lead the advancement of equitable health outcomes for the people of Yarrabah.

## Our Mission

Gurriny Yealamucka Health Services will “Close the Gap” through progressing quality health care services that are underpinned by gold standard governance business practices.

## Our Values

- **Quality of Service** – valuing the responsibility of providing a quality holistic health service and will maintain a high standard of care across all levels of the organisation.
- **Leadership & Innovation** – strong Leadership ensuring the delivery of innovative holistic health solutions.
- **Commitment** – strives to provide commitment to all levels of the organisation’s business and in its capacity to support the Yarrabah Community.
- **Accountability** – enacting the principles of governance, self-determination and sovereignty guided by the Yarrabah community & stakeholders.

- **Teamwork & Partnerships** – as an essential component of successful service delivery and advocates for equitable productive partnerships.

### About the program area

In broad terms, [social and emotional wellbeing](#) is the foundation for physical and mental health for Aboriginal and Torres Strait Islander peoples. It is a holistic concept which results from a network of relationships between individuals, family, kin and community. It also recognises the importance of connection to land, culture, spirituality and ancestry, and how these affect the individual.

Social and emotional wellbeing may change across the life course: what is important to a child's social and emotional wellbeing may be quite different to what is important to an Elder. However, across the life course a positive sense of social and emotional wellbeing is essential for Aboriginal and Torres Strait Islander people to lead successful and fulfilling lives.

Aboriginal and Torres Strait Islander people's understanding of social and emotional wellbeing varies between different cultural groups and individuals.

### About the team

The Youth Wellbeing Service supports young people (aged between 10-25) who present fall in to the following categories:

1. Youth who are not at risk and who are participating in the activities out of interest and wanting peer engagement
2. Youth who are at risk and require support under the Gurriny Youth Support model
3. Youth who have high risk and complex lifestyle and wellbeing issues and access the high-level clinical support

The target population will be for all youth aged between 10 to 25 years who reside in the Yarrabah community and/or who may be at "At risk". At risk is defined as youth having any of the following criteria:

- experiencing and or perpetrating, peer and family violence, neglect, physical, emotional and sexual abuse
- have experienced or are experiencing an adverse or traumatic childhood
- low and non-school attendance
- poor nutrition and diet, food supply, security and access
- homelessness, sleeping rough
- poor recreational and sporting participation
- poor education, training and development prospects, unemployment
- engaging in antisocial behaviours including criminal activities; misuse of social media; bullying, soliciting and influencing other youth/children for criminal activities
- having contact or potential to have contact with the criminal justice system
- tobacco, drug and alcohol substance abuse
- poor health and wellbeing medical and psychological assessments e.g. depression, anxiety, suicide ideation and self-harming, malnutrition, diabetes, rheumatic heart disease, FASD, and STIs

### Aims and Objectives of the Youth Wellbeing Service

- Increase awareness amongst young people of the signs of stress and at-risk behaviours

- Increase awareness and support to youth to actively use tools that may help them to respond to stressors, trauma and/or support peers appropriately
- Provision of a safe place for at risk youth to visit, communicate and participate and get support
- Address the needs of young people to build resilience promote protective behaviours against sexual abuse, violence, addictions and criminal activities
- Support youth to learn strategies that are appropriate and useful to help them develop and maintain practices to increase their social, cultural, spiritual and mental wellbeing
- Increase awareness of the supports/services and how to access them
- Promote access to appropriate services including integrated and co-ordinated care pathways
- Therapeutically address the underlying family traumas and the complex psychosocial factors that contribute to creating high risk environments and behaviours for youth and their families
- Achieve positive behavioural change for youth at risk of incarceration and or removal from their community and families
- Reduce youth antisocial behaviour including substance misuse, addictions including gambling and contact with the criminal justice system
- Improve young people's engagement and positive outcomes in community life, school; training and education, employment
- Through training, build the skills and knowledge capacity of Gurriny Youth Workers as well as the other professions involved with young people (e.g. teachers, GPs, youth workers, police) to better meet the needs of youth experiencing levels of distress and trauma

### **About the Position**

The Senior Youth Case Worker provides direct care and mentoring of children and/or young people with a wide range of responsibility for specialised program activities, child/young person development and supervision, and promotion of a safe environment. Activities may take place in community settings or in the child or young person's home.

The Senior Youth Case Worker is required to have extensive experience supporting young people with complex trauma and pain-based behaviours including; drug use, engaging in risk taking and possibly socially isolating behaviour. The Senior Youth Case Worker will also provide guidance and support to trainee Youth Workers and actively work together in a unified approach to meet the needs of the young person.

This position reports to the Director of Operations for supervision, workload management and for Performance Planning and Review (PPR).

### **Key responsibilities include**

- Using Gurriny's youth case work model, provide co-ordinated therapeutic case management support and care to vulnerable young people which includes addressing the social and community determinants that impact on their wellbeing
- Initiate and implement support or case plans for "at risk" youth clients with the support and active participation of Gurriny's Youth Workers
- Mentor, support and train Gurriny's Youth Workers in case management approaches and techniques including intake, assessment and engagement strategies, therapeutic techniques, case documentation, case reviews, referrals and follow up, and reporting
- Promote and encourage youth to access all of Gurriny's health and wellbeing services to

provide them with “wrap around”, holistic care and support

- Form and maintain professional, nurturing relationships with young people by building trust through visible interest, active and therapeutic care engagement
- Support the involvement of family and where applicable and appropriate, facilitate family visits/connection and the promotion of positive family relationships with young people, to suit individual needs
- Act as an appropriate adult role model, seeking to engage young people in purposeful activities aimed at developing life skills, value and self-worth
- Increase awareness amongst young people of the signs of stress and at-risk behaviours
- Increase awareness and support to youth to actively use tools that may help them to respond to stressors, trauma and/or support peers appropriately
- Address the needs of young people to build resilience promote protective behaviours against sexual abuse, violence, addictions and criminal activities
- Support youth to learn strategies that are appropriate and useful to help them develop and maintain practices to increase their social, physical, cultural, spiritual and mental wellbeing
- Increase awareness of the supports/services and how youth can access them within and outside of Yarrabah
- Promote access to appropriate services including integrated and co-ordinated care pathways
- Liaise and develop service referral and provision with government and non-government agencies at appropriate levels to support health, mental health and wellbeing needs of young people e.g Yarrabah Schools, PCYC, Police Service, other regional Youth services and programs e.g. BOOYA, YETI
- Work collaboratively with Gurriny’s Wellbeing teams to support/develop cultural links, community and family connections which support the engagement and connection of young people to learning and the wider community
- Work closely with the Gurriny’s Remote School Attendance Strategy (RSAS), Gurriny’s clinical teams including Child and Maternal Health, with the clients who fall within the targeted age group of this service
- Develop and maintain appropriate case notes, client data and reports as required

### Team Work

- Knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures from an historical and contemporary perspective, including the ability to communicate effectively and credibly to ensure their views are incorporated into health planning particularly in the Yarrabah Community
- Demonstrated understanding and commitment to the principles of the Aboriginal community-controlled health sector in Yarrabah and the concept of comprehensive primary health care in an Aboriginal setting
- Personally, demonstrates through consistent behaviors. understanding of, respect for and compliance with the principles of Aboriginal community control
- Ensure compliance with occupational health & safety, equal employment opportunity and associated Gurriny policies
- Contribute and collaborate in a professional, positive and transparent manner in the planning and development of Gurriny
- Add value and knowledge to the successful integration of clinical and social support teams across Gurriny to ensure a holistic model of care
- Participate in approved development initiatives to maintain and extend knowledge and skill base required for effective performance

- Mentor and manage staff by providing coaching, regular feedback, and establishing goals through individual development plans
- Communicates effectively and openly in the workplace
- Complete tasks in a timely manner and meeting all deadlines

### **Quality Assurance**

- Participate in all quality assurance processes including external and internal surveillance audits, document reviews and meetings etc
- Participate in ongoing and systematic quality improvement efforts and identify opportunities for improvements, and facilitate outcomes to bring about change
- Participate in ISO, LogicQC Training and education courses
- Ensures tasks identified in the Quality Management System (LogicQC) are completed within the required deadlines

### **External Relationships, Representation and Management**

- Maintains relationships with other health service providers and may be asked to assist with negotiations for partnerships to improve primary health care delivery and address the determinants of health
- Represents Gurriny at meetings, conferences and workshops where required in consultation with the Senior Management Team
- Enhances the public image of Gurriny in the community

### **Professional conduct**

- Undertake activities to develop and maintain own professional knowledge and skill and maintain awareness of current HR & WHS best practice clinical and risk management
- Practice in accordance with guidelines as outlined by legislation and Gurriny Policies and Procedures
- Practice in own capabilities and qualifications
- Maintain accurate and legally acceptable records, ensuring the security of documentation at all times
- Respect and maintain confidentiality
- Respect cultural diversity and traditional Aboriginal practices
- Support good governance decision-making through the provision of timely and accurate information
- Build a positive image of Gurriny Health Service by representing and promoting Gurriny and its initiatives externally, ensuring consistent messages are delivered in line with agreed strategies

### **Required Training, Licences, Registration and Additional Factors**

- Current Driver's License
- First Aid Certificate or ability to obtain one
- Applicants must be in possession of or have the ability to obtain a valid Positive Notice Blue Card issued by the Commission for Children Young People and Child Guardian
- Applicants must have a current Police check or be prepared to undertake one prior to commencement of employment
- Some work out of hours may be required from time to time
- You may be required to work in and /or support other organisational business/service functions as required

- Gurriny has a 6-month probation period for new employees

### **Location**

Youth Hub, Workshop Street Yarrabah

### **Selection Criteria**

1. Tertiary qualifications in youth work, social work, community services, community mental health or other relevant disciplines
2. Demonstrated skills and knowledge in youth work case work practices and frameworks and in working in a case/counselling supervisory role
3. Demonstrated therapeutic assessment and intervention approaches, and skills for working with 'at risk' Aboriginal youth
4. Demonstrated rapport and connection with young people aged between 10 and 25 years relevant to Aboriginal communities and their culture
5. Demonstrated capacity to participate in the planning, organisation and implementation a range of youth activities and events that address the needs of the youth and the requirements of the service
6. Demonstrated capacity to work effectively as a member of a multidisciplinary team and a capacity to work collaboratively and establish and maintain professional relationships with all internal and external stakeholders
7. Demonstrated understanding of the issues and risks of working with young people and the strategies for keeping youth safe e.g. National Principles for Child Safe organisation
8. Demonstrated ability to understand, adopt and adhere to Gurinny's Child and Youth Safety policies and procedures; Gurriny's youth wellbeing service model.

### **Other duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.