

Department for Child Protection

ROLE TITLE:	Child and Youth Worker	DIRECTORATE:	Out of Home Care
CLASSIFICATION:	OPS3	BUSINESS UNIT:	Residential Care
POSITION NO:	Various		
DATE REVIEWED:	October 2020		
REPORTS TO:	Supervisor/Senior Child and Youth Worker	ROLES REPORTING TO THIS ROLE:	Nil

ROLE PURPOSE:

The Child and Youth Worker is accountable to the Supervisor and the Senior Child and Youth Worker for providing residential-based programs and services which facilitate the daily care and development of children and young people residing in the department's residential facilities. The role will contribute to developing the social and living skills of children and young people in residential care in order to facilitate their effective transition into the community and /or reunification or reconnection with their families, family-based care providers or other suitable care options as determined by their case plan. The role is responsible for contributing to assessing the individual needs of children and young people as well as maintaining appropriate levels of safety and supervision of children and young people within the residential care setting as well as within the community.

KEY OUTCOMES:

1. Provide a safe, secure and nurturing environment and day to day care for children and young people up to the age of 18 years-old that ensures that their physical, emotional, social and cultural wellbeing is aligned with legislation and organisational policy, procedures and guidelines.
2. Provide appropriate direction to, and supervision of, children and young people whilst building appropriate relationships and maintaining appropriate professional boundaries.
3. Recognise and maintain the rights of children and young people and maintain a 'child focus' through the consideration of a young person's wishes and opinions in decisions that affect their life.
4. Provide care, guidance, support and supervision of children and young people in a reasonable, age- and developmentally-appropriate manner whilst protecting children and young people from harm and exploitation.
5. Provide a well-balanced, aged appropriate, nutritional diet for children and young people including the preparation and cooking of meals (including appropriate nutritional care for babies and toddlers).
6. Perform household duties such as but not limited to: laundry, household and vehicle cleaning, dishwashing, and changing of linen.
7. Provide support to children and young people, including those with a disability, from a diverse cultural background and from all religious and language groups.
8. Ensure that children and young people have opportunities to experience education, training and development, as well as opportunities for social, sporting and cultural activities.
9. Keep written and digital records including daily observations and information about the individual needs, activities and daily presentation of children and young people aligned with legislation requirements, procedures, guidelines and work instructions.
10. Comply with legislation or organisation procedures with respect to mandatory reporting.
11. Maintain a commitment to professional and practice learning, through understanding and demonstration of the Residential Care Service Principles, procedures and guidelines.
12. Liaise in a professional manner with other service providers within the Department, in other agencies and in the non-government sector as directed, to arrange the access of children and young people to appropriate services.
13. Work as part of a team, providing support to other Child and Youth Workers and other professionals in implementing daily care as well as a range of programs with children and young people and promote positive relationships with parents/guardians, other members of the children or young people's family and significant others.
14. Contribute to the induction, orientation and training of Child and Youth Support Workers (OPS2) through the provision of day to day support and instruction.
15. Provide timely and accurate client information to Non-Government organisations, DCP offices and other agencies as appropriate and aligned with legislation requirements.
16. Contribute towards maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards and injuries in accordance with DCP policy & procedure, and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.



<p>KEY RELATIONSHIPS/INTERACTIONS:</p> <ul style="list-style-type: none"> Supervisor and Senior Child and Youth Worker (direct report) Child and Youth Workers, Senior Child and Youth Workers and other Residential Care management Social Workers / Case Workers and other DCP staff Other Government departments Non-government organisations Parents and carers and significant others where appropriate 	<p>ESSENTIAL QUALIFICATIONS / EXPERIENCE:</p> <ul style="list-style-type: none"> Hold a CHC40313 - Certificate IV in Child, Youth and Family Intervention or related discipline is highly desirable or, Be required to complete this qualification with an approved DCP training provider within twelve months of commencing employment Hold a current HLTAID004 – Provide Emergency First Aid in an Education Care Setting Unit of Competency. Required to maintain a satisfactory psychological suitability assessment to work with children and young people during employment. A current Australian driver's licence (P2 or above) is essential
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KEY SELECTION CRITERIA:

- Demonstrated ability to work unsupervised with vulnerable children and young people acting as a positive role model in line with legislation, policy and procedures.
- Demonstrated ability to remain calm, act decisively and solve problems using sound judgement to maintain the safety and wellbeing of children and young people.
- Ability to listen, show empathy and build the trust of vulnerable children and young people in care.
- Demonstrated ability to be flexible and innovative in your approach, taking into account the impact of trauma and abuse on child attachment and behaviour.
- Demonstrated ability to apply culturally sensitive child protection practice for Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds.
- Ability to provide guidance and support to team members to achieve good outcomes.
- Ability to use a computer and ICT systems required for the role.
- High level interpersonal skills and the ability to communicate effectively both verbally and in writing with a range of people from diverse professional backgrounds.
- Relevant experience in working with vulnerable children and/or young people in a residential or related care setting.
- Experience engaging with vulnerable children and/or young people including building relationships through effective communication.
- Experience in developing, evaluating and participating in programs/projects for young people on an individual or group basis, incorporating knowledge of Child and Adolescent Development.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.

CORE CAPABILITIES & EXPECTED BEHAVIOURS		PUBLIC SECTOR VALUES	
<p><u>Implements Change</u></p> <ul style="list-style-type: none"> Prepares for change Implements and monitors change Works with ambiguity in the workplace Has an appreciation of systems thinking <p><u>Addresses Client Needs</u></p> <ul style="list-style-type: none"> Assists clients to articulate needs Satisfies client needs Exercises judgment to resolve client service issues Responds to enquiries Receives and gives directions 	<p><u>Gives and Receives Workplace Feedback</u></p> <ul style="list-style-type: none"> Seeks and acts on workplace feedback Provides informal feedback in the workplace Provides formal feedback in the workplace Participates in learning to update knowledge and practice, targeted to professional needs and/or system priorities 	<ul style="list-style-type: none"> ✓ Service: <i>We proudly serve the community and Government of South Australia</i> ✓ Professionalism: <i>We strive for excellence</i> ✓ Trust: <i>We have confidence in the ability of others</i> ✓ Respect: <i>We value every individual</i> 	<ul style="list-style-type: none"> ✓ Collaboration & Engagement: <i>We create solutions together</i> ✓ Honesty & Integrity: <i>We act truthfully, consistently and fairly</i> ✓ Courage & Tenacity: <i>We never give up</i> ✓ Sustainability: <i>We work to get the best results for the current and future generations of South Australians</i>

Department for Child Protection

- Participates in meetings
- Makes presentations within the workgroup

Works Effectively in the Organisation

- Applies information relating to the machinery of government
- Applies knowledge of organisational functions
- Applies knowledge of protocols

Builds and Maintains Internal and External Networks

- Identifies key internal stakeholders
- Builds internal links with key internal stakeholders
- Participates in professional and community networks and forums to broaden and improve practice

Maintains and Enhances Confidence in SA Public Education and Care

- Applies ethical standards
- Deals with ethical problems
- Understands the implications of and complies with relevant legislative, administrative, organisational and professional requirements, policies and processes

Contributes to Workgroup Activities

- Establishes workgroup parameters
- Participates in the workgroup
- Assists workgroup members
- Recognises and values individual differences
- Works effectively with diverse clients and colleagues
- Keeps up-to-date and seeks continuous improvement in the professional discipline

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the State Records Act 1997 and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the Children and Young People (Safety) Act 2017, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.
- Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace.
- Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the Public Sector Act 2009 and Work Health and Safety Act 2012.

SPECIAL CONDITIONS

- The successful applicant is required to gain a Department of Human Services (DHS) Child Related Employment Screening (Working with Children Check) prior to commencing employment which is required to be renewed before expiry.
- The incumbent is required to participate in psychological assessments of a kind determined by the Chief Executive as and when required by the Chief Executive.
- The incumbent will be required to undertake relevant aptitude and a medical assessment to ensure suitability for the role
- Successful candidates who do not hold the required qualification (CHC40313 - Certificate IV in Child, Youth & Family Intervention), will be required to complete this qualification with an approved DCP training provider within twelve months of commencing employment.
- Training will be undertaken during paid time, however some out of hours study will be required.
- Must have the appropriate physical capability to manage children and young people in crisis.
- Will be required to undertake physical aspects of maintaining a household and child management including lifting and carrying babies or small children as well as applying certified physical interventions.



		<ul style="list-style-type: none">• The incumbent may be assigned to other duties and/or another location at this remuneration level or its equivalent, and the work may involve children at any age from birth to 18 years.• Inter and Intra-state travel may be required.• Required to undertake shift work over 24 hours on a rostered basis including nights, weekends and Public Holidays. Penalty rates apply for weekend, public holiday and shift work.• A current Australian driver's licence (P2 or above) and a willingness to drive is essential.• The incumbent will be required to undertake Child Safe Environments Training & updated training as required.• Australian residency or current Australian work permit is required.
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Approved Date: 6 October 2020



Child & Youth Worker (OPS3) – Residential Care

Demands of the role

As part of the selection process, you may be required to undertake a general medical assessment to determine your suitability for this role. On occasion, and following a medical assessment, you may be asked to provide further information from your doctor, or may be required to attend further assessments as deemed suitable to ensure you are not a risk of harm in this role. Specific instructions in relation to your situation will be communicated with you directly should this be the case.

The information below is designed to give you an **indication** of the likely demands of working in this role and will help you assess whether the job may suit you. You are encouraged to ask further questions about the demands if you have any concerns as local conditions may alter the demands you experience in the role. This should be read in conjunction with the Role Description which provides detail about the skills, knowledge and attributes relevant to the role.

Essential Physical Demands	Description
Operating Vehicles	<ul style="list-style-type: none"> Operating and driving motor vehicles within the metropolitan and central business district including providing transport for one or more young person.
Performing General Physical Activities	<ul style="list-style-type: none"> Performing physical activities that require considerable use of your arms and legs and moving your whole body such as climbing, lifting, balancing, walking, stopping and handling of materials.
Management of Actual or Potential Aggressions (MAPA) Training compliant	<ul style="list-style-type: none"> Obtain and maintain compliance with MAPA training requirements, upon role commencement and every 12 months. This requires the ability to apply a variety of postures and force to release from aggressive behavior, or to hold a young person for a period of time.
Static Postural Tolerance	<ul style="list-style-type: none"> The ability to tolerate static posturing, such as sustained sitting. This demand can be reduced by using an adjustable height workstation to enable the worker to regularly alternate between sitting and standing postures.
Reading	<ul style="list-style-type: none"> Adequate short distance eyesight is required to carefully read printed documents for extended periods of time.
Hearing Sensitivity	<ul style="list-style-type: none"> The ability to detect or tell the difference between sounds that vary in pitch and loudness.
Repetitive fine motor movements e.g. typing	<ul style="list-style-type: none"> Employees who perform this role are required to constantly type when inputting data.
Vision	<ul style="list-style-type: none"> Employees remain at their desks throughout the shift and are constantly looking at their computer screens from a relatively short distance hence there is an increased risk of visual fatigue.

Physical Demands	Task Frequency Breakdown				
	Performing an Average of between once a month and once a week	Performing approximately once a week, 5 times a week	Performing this Task an average of one to five times per shift	Perform this task on average every 30 minutes	Exceptional
Sitting less than 20 minutes at a time				X	
Sitting greater than 20 minutes at a time				X	
Standing less than 20 minutes at a time				X	
Standing greater than 20 minutes at a time				X	

Physical Demands	Task Frequency Breakdown				
	Performing an Average of between once a month and once a week	Performing approximately once a week, 5 times a week	Performing this Task an average of one to five times per shift	Perform this task on average every 30 minutes	Exceptional
Walking less than 20 minutes at a time				X	
Walking greater than 20 minutes at a time		X			
Stair climbing of at least one flight of stairs at a reasonable pace		X			
Driving at regular speed			X		
Assuming a variety of postures and applying medium-heavy force to hold young people					X
Squatting and kneeling to access items at lower levels			X		
Reaching bilaterally in all directions below shoulder height				X	
Reaching bilaterally in all directions above shoulder height			X		
Fine handling to write and operate computer and telephone.				X	
Lifting and carrying <10kg			X		

Sensory Demands	Typical Effort	Exceptional Effort	Comments
Hearing	M		The Child and Youth Worker is required to have sound hearing to differentiate between sounds during the course of usual duties for example conversation between young people and colleagues.
Vision	M		The Child and Youth Worker rely on sound vision to perform duties. During evening or night shifts vision may be inhibited by lack of light.
Touch	L		The Child and Youth Worker rely on their sense of touch for usual duties. More intense sense of touch is required when applying MAPA intervention including holding a young person.
Smell		M	The Child and Youth Worker may be required to rely on the sense of smell in the absence of other senses to identify illicit drug use, smoking or fire hazards within the Residential Facility.
Proprioception (the relative position of neighboring parts of the body and strength of effort being employed in movement)	H		The Child and Youth Worker rely on proprioception and knowing where the body parts are in relation to force and strength for all tasks. In particular, when applying MAPA techniques proprioception is important to allow the individual to apply correct force and movements safely and effectively.

Sensory Demands	Typical Effort	Exceptional Effort	Comments
Vestibular (ability to process the sensory information involved with controlling balance and eye movements)	H		A sound vestibular system is important for the safe completion of all duties.

Key:

Typical	Tasks encountered in the course of daily or weekly duties or those that occur on a regular basis relative to other duties.		
Exceptional	Tasks that have significantly different demands than the typical duties and occur on an occasional basis or only in certain conditions or circumstances.		
Occurrence (Occ)	1: < 1 hr/day	2: 1-3 hrs/day	3: >3 hrs/day
Effort (Eff)	L: Low	M: Medium	H: High

Work Environment Demands	Typical Occurrence	Exceptional Occurrence	Comments
Outside work		M	<ul style="list-style-type: none"> The Child and Youth Worker may work outside; this includes exposure to weather elements. An example includes taking young people to appointments, or assisting to locate young people.
Vibration/jarring		M	<ul style="list-style-type: none"> Exposure to low level vibration may be experienced during driving. Exposure to jarring or other sudden force may be experienced during application of a MAPA technique.

Key:

Typical	Tasks encountered in the course of daily or weekly duties or those that occur on a regular basis relative to other duties.		
Exceptional	Tasks that have significantly different demands than the typical duties and occur on an occasional basis or only in certain conditions or circumstances.		
Occurrence (Occ)	1: < 1 hr/day	2: 1-3 hrs/day	3: >3 hrs/day
Effort (Eff)	L: Low	M: Medium	H: High

Essential Psychological Considerations

Core demands of the role also include initiative and motivation, sound judgement, an even stable temperament, effective time management skills and task prioritisation skills and an ability to maintain professional boundaries between work and personal life. The following information provides you with an indication of what we consider to be attributes which will enable you to be successful in this role. The details below are provided for information, they are generally assessed throughout the selection process, and not in the medical assessment.

Psychological Demands	Comments
Attention	<ul style="list-style-type: none"> • Selective attention: filter out distractions and ignore irrelevant information. • Sustained attention: focus for long periods of time and divided attention and focus on more than one thing. • This role requires ability to concentrate and attend to tasks as well as prioritise information.
Executive Functioning	<ul style="list-style-type: none"> • Planning, organisation, memory, time management and flexible thinking skills: adopt multiple approaches and inhibit irrelevant or automatic response. • Strategy use: ability to reflect on strategy and select appropriate strategy. • Ability to select and implement a response within set policies and procedures.
Memory	<ul style="list-style-type: none"> • The ability to store and recall information: <ul style="list-style-type: none"> – Long-Term Memory: The ability to recall information that was stored in the past. – Short-Term/ Working Memory: The ability to apprehend and hold information in immediate awareness while simultaneously performing a mental operation. – The ability to recall information in emotionally stressful situations and under duress.
Language skills	<ul style="list-style-type: none"> • Listening skills: Ability to take in and process auditory information in order to action appropriately. • Formulation: Ability to access and organise information to express it.
Logic and Reasoning	<ul style="list-style-type: none"> • Ability to reason, form concepts and solve problems using unfamiliar information or novel procedures. Deductive reasoning extends this problem-solving ability to draw conclusions and come up with solutions by analysing relationships between given conditions.
Processing Speed	<ul style="list-style-type: none"> • The ability to perform simple or complex cognitive tasks quickly. This skill also measures the ability of the brain to work quickly and accurately while ignoring distracting stimuli, including during situations of aggression or crisis.
Communication Skills	<ul style="list-style-type: none"> • High level interpersonal communication skills with an ability to communicate and relate to young people. The ability to communicate effectively and calmly during high pressured, stressful and crisis situations.
Resilience to Stress	<ul style="list-style-type: none"> • Personal capacity to tolerate stress and remain focused on a task, goal or result in the face of competing strenuous demands, ambiguity or change. • Ability to remain task focused in context of various stressors including after confrontational or crisis situations with young people. Ability to build and maintain relationships with young people, in context of previously hostile or confrontational situations.
Emotional Regulation	<ul style="list-style-type: none"> • Capacity to regulate emotion and retain good situational judgement in demanding and stressful and crisis situations. • An awareness of own emotional responses, and emotional triggers and ability to compartmentalize own emotional response during stressful situations.
Risk Assessment	<ul style="list-style-type: none"> • Ability to assess the risk associated with a situation and make decisions on the spot and under pressure to mitigate risks. Risks are assessed within organizational parameters and actions should reflect standards set by Department for Education and Child Development.