



ST. JOHN'S  
YOUTH  
SERVICES  
INCORPORATED

## JOB DESCRIPTION

1. **TITLE OF POSITION:** Case Worker
2. **CLASSIFICATION LEVEL:** Level 3 (To be transitioned to Modern Award)  
Social, Community, Home Care and Disability Services Award
3. **SECTION / PROGRAM:** Youth Crisis Accommodation
4. **POSITION OBJECTIVES:**

(a) ***Objectives of position***

Provide an environment of care to enhance the social and living skills of young people at Youth Crisis Accommodation that meets the physical, emotional and developmental needs of young people.

(b) ***Within Crisis Accommodation***

Contribute to the delivery of services to young people that facilitate their development and progression towards:

- Meeting client's case plan goals
- age appropriate independent living
- crisis interventions
- Implementing behaviour management strategies.
- personal growth, community involvement, and social, recreational activities.

5. **REQUIREMENTS FOR THE JOB:**

(a) ***Skills required:***

Ability to deliver Case Work

House-keeping (budgeting, cooking, cleaning)

Ability to communicate effectively, verbally and in writing

Ability to work within a Team environment

Interpersonal skills

(b) ***Knowledge required:***

Knowledge of the principles of case work

Knowledge of adolescent and family development principles

Knowledge of cultural issues in service delivery

Knowledge of behaviour management techniques

Knowledge and understanding of the key issues pertaining to homelessness

Knowledge and understanding of community issues related to the needs of young people

Knowledge of the Children's Protection Act 1993

(c) **Experience and/or qualifications and/or training:**

Required:

- Degree in Social Work or allied profession desirable
- Senior First Aid Certificate
- Driver's License
- Police Clearance (not more than six months old at time of appointment)

Desirable:

- Extensive experience in community services in related field
- Experience in crisis settings with young people

## 6. RESPONSIBILITIES AND DUTIES

### 6.1 Service Provision:

***Maintain an appropriate level of care, safety and supervision of young people by:***

- being cognisant of St Johns Youth Services and partner priorities, objectives and policies in area such as client rights and social justice
- providing a safe and caring living environment for young people
- undertaking case co-ordination and liaison with other services as defined within the Case Plan appropriate in conjunction with the staff team
- providing direction to young people in accordance with an administratively defined approach to behaviour management
- escorting and supporting young people attending relevant appointments where necessary and appropriate

***Enhance the social and living skills of young people at the Youth Crisis Accommodation Service to facilitate their transition to appropriate independent accommodation by:***

- modeling appropriate behaviour
- advocating for, and referring young people to those services appropriate to their needs
- promote and encourage positive relationships with parents, family members and other persons significant to their wellbeing in the community
- develop and implement with young people activities which introduce practical living skills, how to settle disputes without violence, how to make choices and decisions and how to take responsibility for their actions
- provide opportunities for young people to experience success, realise their full potential and facilitate an increased awareness of opportunities

***Recognise and maintain the rights of young people by:***

- ensuring the provision of, and access to services free from discrimination
- ensuring the young person maintains adequate nutrition and clothing
- providing care, guidance, support and supervision in a respectful and appropriate manner

***Recognise and maintain the rights of young people by:***

- Provide an unbiased consideration of young people's opinions and wishes and protection from physical and emotional harm and exploitation
- Demonstrating respect and understanding regarding young people's cultural, religious and sexual characteristics

***Ensure the safe, efficient, hygienic and comfortable running of the service by:***

- Supporting young people to prepare nutritious meals where appropriate.
- Maintaining a high level cleanliness in the service, including the cleaning and preparation of vacated rooms, the routine cleaning of staff facilities
- Undertaking minor maintenance as appropriate as soon as possible, or reporting maintenance problems to the Crisis Accommodation Manager or Housing SA as appropriate

**6.2 Professional:**

***Assess and respond to the individual needs of young people in the service to increase their chances of progress and development towards independence by:***

- Supporting and implementing strategies as defined in agreed case plans
- Acting as a source of information to young people using the service
- Sensitively obtaining information from young people about their present situation, for example health, education, family or cultural background
- Reporting (both written and oral) on observations and assessments of the young person's circumstances to facilitate the development of a case plan which addresses their specific needs.
- Participating in relevant panels and conferences for young people, and advocating for their involvement
- Provide support and counseling to young people where needed

***Contribute to the delivery of activities and services that facilitate development and progression towards independence by:***

- Participating, with other staff, key professional and inter-agency personnel, in the planning, implementation and monitoring of a young person's program
- Encouraging and advocating for a young person's involvement in educational, vocational and recreational activities at an inter-agency level and within the community
- Actively participating in, and modeling a range of activities and living skills programs with young people as facilitated by St John's Youth Services

***Participate in the maintenance and the development of the service's objectives by:***

- Actively participating in regular staff meetings
- Providing verbal and written reports
- Contributing to the evaluation and assessment of service programs and processes
- Participating in those activities which aim to enhance team cohesion

***Participate in supervision and undertake relevant staff training and development courses.***

**6.3 Administration:**

**Responsible for day-to-day recording of household activities and client information by:**

- Ensuring the correct recording of information on progress toward goals in case plan
- Making entries to client files to record relevant confidential information
- Recording incidents, service delivery issues and relevant events in the log book, recording petty cash expenditure as it occurs
- Participating in the recording of data

**7. ORGANISATIONAL RELATIONSHIPS**

**Responsible, and reports directly to, the Practice Manager, and is accountable to the Crisis Accommodation Manager (CAM).**

**Is directed by Case Manager in relation to the support and implementation of resident case plans.**

**8. EXTENT OF AUTHORITY**

**Able to purchase goods within the procedures for the service as authorised by the CAM including:**

- using the household cash float for client expenses as appropriate
- service vehicle expenses such as fuel and oil
- purchasing household goods to replace worn or missing items, for example light globes

**9. SPECIAL CONDITIONS**

**Crisis Accommodation is a 24/7 facility therefore shift work applies. On-call duties for filling of shifts may be required.**

**Occupant:** Name:.....  
Case Worker  
Signature: ..... Date: .....

**Supervisor:** Name: .....  
Manager  
Signature: ..... Date: .....

**Approved by:** Wendy Malycha

**Position:** CEO  
Signature