

POSITION DESCRIPTION

Position Title	Youth Support Worker- After Hours
Location	Townsville and Region
Work Unit	Afterhours Diversionary Service
Position Reports To	Practice Lead
Positions Responsible For	Nil
Award Reference	Social Community Home Care and Disability Services Industry Award 2010
Date of Approval	April 2025

About TAIHS

TAIHS is an Aboriginal and Torres Strait Islander community controlled and managed corporation. With approximately two hundred employees and an operating income of \$30m generated from Commonwealth and State funding bodies. The organisation supports communities in the Townsville, Ingham, Burdekin, Charters Towers and Hughenden areas.

TAIHS provides a holistic primary health care service incorporating a bulk-billing general practice medical clinic, a dental clinic, an individual support and advice service, mental health counselling, community health screening and health promotion activities. TAIHS also provides a range of community services, including crisis accommodation, child safety and early family intervention programs, and specialist services for young people.

In addition to the operation of comprehensive primary health services and the provision of a range of community services, TAIHS seeks to improve health and social outcomes for the community through strategic partnerships advocacy for needs, promotion of awareness and education in improved health and social practices, the promotion of knowledge and understanding of underlying issues to address the unique patient and client needs and the development of evidence-based practices.

Our Vision – “TAIHS ... More than a Health Service”

To “strive to provide a truly comprehensive model of care that responds to the physical, social, emotional, cultural and spiritual needs of our people”.

Our Purpose

Lead the way in providing culturally accessible, integrated health and social support services to our people so that they can live healthier, stronger, and longer lives, preserving our oldest surviving culture for future generations.

Our Values

- **Cultural Governance...** *Responsive, Leadership, Integrity*
- **Accountable...** *Respect, Responsible, Outcome Focused*
- **Collaborative...** *Partnerships, Integration, Engaged*

- **Innovative...** *Creative, Courageous, Sustainable*
- **Evidence-Based...** *Ethical, Transparent, Improvement*
- **Empowerment...** *Advocate, Motivate, Communicate*

Our Strategic Pillars

- **Access and Capability** – *improving access to high quality, inclusive health and human services that are culturally safe and responsive*
- **Innovation and Transformation** – *translating knowledge into action by championing creative approaches to planning, designing and delivering health and human services*
- **Culture and Community** – *reflecting Aboriginal and Torres Strait Islander people's cultural values throughout the organisation's policies, practices and relationships*
- **People** – *strengthening and empowering our capability, practices, and every community member to engage in culturally responsive ways*
- **Sustainability and Governance** – *strengthening and enhancing our foundation for long success, stewardship and influence*

Our Services

Corporate Services →

Primary Care →

Community Services →



Your Contribution

The After-Hours Youth Support Worker is responsible for delivering appropriate care, facilitating client programs and activities, and carrying out case planning and case management tasks as directed by the Practice Lead.

All services must be provided in accordance with the program's Duty of Care, and in alignment with the organisation's established protocols and the Service Agreement.

This role also involves working collaboratively with the Community Gro Upper Ross Youth Hub to redirect high-risk youth to the Lighthouse/Bail Support program and to support referrals to relevant TAIHS services.

Required Qualifications and Experience

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- Certificate IV in Youth Work or Certificate IV in Community Services
- Enrolled in relevant course and/or willingness to obtain qualification within an agreed timeframe
- Previous experience within the youth sector providing advocacy and support to young people
- Demonstrated ability to operate within a case management model
- Demonstrated understanding of the barriers and issues faced by young people
- Demonstrated ability to provide activities and supports that genuinely interest and engage young people, empowering them to make positive choices.

Key Responsibilities and Accountabilities

Duties & Responsibilities

- Develop, deliver, and evaluate client programs relevant to client base needs, including but not limited to:
 - Healthy lifestyle programs
 - Substance misuse programs
 - Personal development programs
 - Life skill development
 - Education/employment/workforce readiness
- Develop and maintain effective relationships with clients whilst nurturing and supporting clients to develop the skills needed to engage in non-criminal activity
- Regularly reviewing and updating client plans and recording actions
- Participating in referral meetings if required or as directed
- Participate in conducting strengths and needs assessments
- Provide information, support, and advocacy for clients as necessary
- Develop and maintain effective relationships with clients, nurturing, empowering and supporting clients while assisting in the development of their activities needed to engage in non-at risk taking behaviours
- Liaise with the Practice Lead in relation to all client related matters, including client needs, engagement, issues, observations or concerns
- Provide any relevant data and information regarding service delivery as required and/or as directed
- Maintain necessary client and operational information including logbooks and case notes daily
- Ensure secure management of all program files and compliance with applicable privacy legislation and policies
- Complete monthly activity and evaluation reports compiled if required or as directed
- Work in partnership with stakeholders to coordinate and deliver activities to support and engage vulnerable young people
- Deliver prosocial engagement activities that are developed in partnership with the young people

- Redirect high-risk youth to the Lighthouse/Bail Support and also support referrals to TAIHS programs.

Please note that the duties outlined in this position description are not exhaustive and only provide an indication of the work involved. To achieve business needs TAIHS can direct you to perform duties which it considers are within your level of skill, competence and training.

Working Relationships

This position reports directly to the After-Hours Practice Lead and works collaboratively with peers.

Delegations

As outlined within the delegations Register.

Required Licenses and Checks

- Ability to pass a National Police Check – no Serious/Criminal/Court Records
- Current Blue Card (Queensland's Working with Children Check)
- Current C Class Drivers Licence (Qld)
- Proof of qualifications and current registration (as appropriate) are to be provided prior to commencement of employment
- Ability to perform the physical requirements of the role in a safe manner
- Offer of the position may be subject to a pre-employment medical assessment to support the selection process.

Required Attributes

- Ability to work autonomously and display initiative, self-motivation, time management and solution focused skills
- Ability to work with a team in ways that are respectful, transparent, and acknowledging of individual's skills, abilities, and capacities
- Ability to work outside of normal day time working hours

Practical Requirements

- Work outside of normal hours of duty hours maybe required
- Travel across the region may be required
- Ability to perform the physical requirements of the position in a safe manner

Conditions and Benefits of the Position

TAIHS provides access to an employee assistance program and access to learning and development opportunities. Your employment experience with TAIHS will include work-life balance with competitive salary and benefits, leave entitlements, career progression opportunities and the chance to make a difference to the people and communities.

TAIHS is committed to building an inclusive culture that respects and promotes human rights and diversity. The position involves working with a multicultural organisation where the majority of employees, clients and stakeholders identify as Aboriginal or Torres Strait Islander. Employees demonstrate an understanding of the issues affecting Aboriginal and Torres Strait Islander people communicate effectively and empower Aboriginal and Torres Strait Islander people.

TAIHS acknowledges that we respectfully journey together to aspire to be a culturally capable organisation. We are an inclusive, equal employment opportunity employer and place value on our diverse workforce. We encourage applicants representing all genders, ethnicities, ages, languages, sexual orientations, people with a disability, and those with family responsibilities to apply.

