



Bail and Order Support Service (BOSS) Coordinator (full time)

To be considered for the role, you must send your:

- CV or resumé including the names and contact details of at least two referees

AND

- confirmation of the **Prerequisites a) - d)** listed in the box below
- responses to the **Selection Criteria numbered 1-13** (not to exceed 6 A4 pages in 10 point Arial font in total – length is not an advantage). Where the requirement is for a “demonstrated” skill or experience, you should provide an example of something you have done which shows this. It will help you to read the information about YAC and the role and responsibilities of the position on pages 2-4.

By email to: admin@yac.net.au

Deliver to: 4/162 Petrie Terrace, Petrie Terrace, Qld 4000

To be received no later than **6.00pm Monday 27 May 2019**.

Qualifications, knowledge, skills & experience

Prerequisites: confirm you hold -

- a) a bachelor degree or higher qualification in Social Work, Human Services or other relevant discipline **and** a minimum of five years working in a relevant environment
- b) positive Working With Children Check (“Blue Card”) or are eligible to obtain one
- c) a clean “C” class Driver’s Licence - this position involves significant travel across a wide geographical area (work vehicles provided)
- d) demonstrated computer competence, particularly electronic case management

Selection Criteria: tell us how you have -

Team and program management

1. demonstrated experience in successfully leading and managing small teams and supervision of staff
2. demonstrated experience in successfully delivering a program, including implementation of processes to support delivery and meeting reporting requirements
3. demonstrated experience in successfully managing relationships with key stakeholders and partners

Case management

4. Knowledge of, and experience in, the youth justice system, including an understanding of court processes and bail.
5. Knowledge of, or the ability to rapidly acquire knowledge of, the youth accommodation sector and youth sector generally.
6. Demonstrated high level oral communication and interpersonal skills, with respect to young people with complex needs; but also stakeholders and staff
7. Demonstrated understanding of the issues relevant to young people’s interaction with the justice system and knowledge of referral pathways
8. Demonstrated ability to apply effective case management techniques, including assessment referral, counselling, intensive support, mediation and networking and the ability to support other staff in relation to this.
9. Demonstrated cultural competency in relation to Aboriginal and Torres Strait Islander people (including a sound knowledge of the social justice issues that impact upon Indigenous young people in the youth justice system),
10. Demonstrated cultural competency in relation to culturally and linguistically diverse young people, LGBTIQ young people and young people with a disability.
11. Excellent record-keeping skills, including accurate and timely data collection.
12. Demonstrated ability to work autonomously, including good time management skills
13. Commitment to social justice principles.

Information for Applicants

About the Youth Advocacy Centre Inc (YAC)

YAC is a well-respected, specialist community legal and social welfare agency for young people 10-18 years who are involved in, or at risk of involvement in the youth justice and/or child protection systems, and/or are homeless or at risk of homelessness in an area from Caboolture to Beenleigh and Ipswich to Redland Bay.

YAC's experience, and the evidence and research confirms, that young people's legal issues generally exist in conjunction with a range of other social and personal issues. It recognises that, to be better able to prevent a young person's ongoing conflict with systems such as youth justice and education, issues outside of those systems may need to be addressed. This may include issues of family stability, family relationships and parenting practices.

For more detail about YAC and its programs, please see the Annual Report for 2017--18 at https://www.yac.net.au/wp-content/uploads/2018/12/YAC0025-Annual-Report-2018_FINAL.pdf%20

Position overview

Applicants should note:

- extensive travel is required for this position across South East Qld (vehicles are provided)
- the role involves working with young people and families with significant and complex issues. YAC supports the wellbeing of its staff who are encouraged to access regular supervision, including external supervision if staff consider that is appropriate.
- staff must be able to work autonomously and as part of a small team
- there is an expectation that staff will be reliable and punctual, both within the office and in responding to young people and their families, and support diversity and respect in the work place and their practice.

Classification: Social, Community, Home Care and Disability Services (SCHCADS) Level 6

Background

Purpose:

To manage and implement the youth bail and order support service (BOSS) which provides assistance to young people in the youth justice system in line with the service agreement negotiated with the Department of Child Safety, Youth and Women in June 2018 following a successful tender application by YAC.

BOSS operates in an area from the north end of the Sunshine Coast to the NSW border. The target group for the service is:

- young people on bail
- young people assessed as moderate to very high risk in the youth justice system who are either remanded in custody or on a Conditional Bail Program:
- are at risk of reoffending or non-compliance with their orders, and/or
- are homeless or at risk of homelessness.

BOSS works with Youth Justice staff to support/complement youth justice case management by working collaboratively with Youth Justice staff and other stakeholders to fulfil elements of the young person's case plan. This may include, but not be limited to:

- providing intervention services, programs and activities to young people subject to Bail/Conditional Bail and/or Youth Justice Orders.
- intensive support, using a trauma informed approach, to young people and families, including outreach support and engagement
- family support /mediation if not eligible to be referred to Social Benefit Bond (Multi-Systemic Therapy)
- provide assistance in supporting young people's bail accommodation placements, or securing alternate placement options where required.
- brokerage funds related to supporting young people's bail accommodation placements
- practical support such as providing transport to appointments for example attending Court or assisting a young person to open a bank account
- provide assistance in locating young people to reduce risk of failure to attend court or youth justice requirements.
- assist young person to engage with other community services
- support young people and families to connect/re-connect to their culture
- attend Brisbane Youth Detention Centre – engaging with the young person in preparation for transition to the community

- work with families and/or young people in a place they feel comfortable.
- YAC is partnering with Save the Children with respect to the activities component of the program.

Framework and principles

Client centred – staff will be flexible in terms of meeting with young people and their families, going to where they may feel most comfortable. Staff may need to be available before and after formal office hours.

Strengths based – the Service will draw on the strengths and resources of the individual and community to address the challenges they face.

Trauma informed – the Service will be trauma informed, recognizing the impact of early year's trauma on brain development and the need to identify trauma informed behaviours.

Restorative – the Service will assist the young person to understand the consequences of their actions and to work with the community to reintegrate them so they have the best chance of diversion.

Culturally competent – the Service will align with the Australian Institute of Criminology's National Crime Prevention Framework's best practice guidelines for preventing involvement in crime for Aboriginal and Torres Strait Islander people.

Role and responsibilities

The BOSS team comprises:

- Coordinator who also undertakes casework for the equivalent of 2 days a week
- Two full time caseworkers – an Identified Family Worker and a Youth Caseworker
- Three youth workers – located one in Caboolture, one in Brisbane and one on the Gold Coast.

Team and program management responsibilities:

- ensure the successful implementation of BOSS in accordance with the service agreement
- meet reporting requirements which involves extensive and accurate record-keeping including in relation to the distribution of brokerage funds
- ensure a positive and harmonious team environment within the BOSS team - but also between the BOSS team and members and other YAC programs and staff, noting that not all staff are based at Petrie Terrace
- provide regular direct supervision and guidance to the casework staff and the youth workers in the BOSS team noting that not all staff are based at Petrie Terrace
- participate in quarterly service meetings with the funding body
- develop and maintain positive relationships and regular communication with relevant stakeholders, particularly with Youth Justice /Detention Centre staff, Save the Children staff contracted to support BOSS, and agencies providing space to BOSS staff not based at Petrie Terrace; but also legal representatives, accommodation providers, youth agencies as appropriate.
- identify and monitor youth justice, remand and youth sector issues associated with this program and YAC.

Case management responsibilities:

- needs assessment and case planning, management and review in relation to a young person's bail and order support to minimise the risk of further offending
- ensure young people have safe and appropriate accommodation and access to necessities, such as food, clothing, bedding, furniture and similar to ensure that they remain stable and supported in their accommodation
- assist young people with mental health and wellbeing, including positive relationships
- assist and encourage young people to re-engage/remain engaged in positive structured education, training or employment, including advocacy in relation to suspensions and exclusions where appropriate
- assist young people to develop and reach their goals through a variety of interventions including mood management, goal-setting, self-esteem building, social skills development, development of living skills and positive role-modelling
- encourage and assist young people to participate in pro-social recreational activities to assist them in structuring their time and developing pro-social peer networks
- when required, provide pathways for intervention and support for substance misuse issues and mental health issues
- ensure young people have safe and stable accommodation
- provide information, advice and active referral and linking to relevant services providers
- transition from service planning and implementation
- advocacy for clients