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Role description

Role Title	Assessment and Service Connect Worker
Team	Assessment and Service Connect
Location	Slacks Creek
Classification Level	5
Reports to	Program Manager

Our Vision - Building independence and participation.

Our Purpose - YFS backs vulnerable people to overcome adversity and to thrive.

Our Values -

-  **Excellence** - we deliver high quality services and have high expectations
-  **Integrity** - we act honestly and openly
-  **Optimism** - we think and act with confidence about people and the future
-  **Steadfastness** - we persist to overcome barriers and adversity with our clients
-  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples. The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive

Primary purpose

This role will help address families' unique needs during assessment periods and ensure intervention levels are proportional to family, especially children's, needs

Key accountabilities

Service delivery

- Provide timely and accurate assessments to determine client needs and preferred responses, in conjunction with Child Safety assessment processes.
- Connect clients with appropriate services to support children's safety.
- Provide practice advice and support to Child Safety and Assessment and Service Connect workers.
- Provide ongoing safety and risk monitoring in collaboration with Child Safety officers.
- Enter data in a timely and accurate manner.
- Provide timely and accurate written and verbal reports on assessments and connections.

External relationships

- Promote to external stakeholders the Assessment and Service Connect domestic and family violence program, and other YFS services.
- Build and strengthen partnerships with Child Safety Service Centre staff and management to support collaboration and best practice responses for clients.
- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients and report on developments.
- Build a network of contacts in relevant organisations and ensure YFS's image and reputation is maintained.

Leadership and values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.
- Contribute to continuous improvement of risk assessment, service delivery, operational guidelines, organisation policies and procedures. Support the implementation of change and best practices.
- Participate in program service evaluations and organisational reviews, and contribute to the implementation of outcomes.

Teamwork and collaboration

- Contribute to developing a cohesive team by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.

Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.

Problem solving and decision making

- Identify and resolve problems, and contribute to improving working processes and procedures to improve service delivery to clients.

Administration

- Enter data, maintain records and complete documents in line with YFS document management and record keeping procedures.

Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential.

Knowledge and experience specific to the role

- Demonstrated knowledge and experience in working, and using a variety of assessment tools, with families.
- Comprehensive knowledge of the Queensland Child Protection system and legislation.
- Knowledge of local services and referral pathways to support the effective engagement of families with appropriate services.
- Knowledge of childhood development and impacts of trauma and adverse childhood experiences.
- Knowledge and experience in using a variety of child safety frameworks with families such as, the Collaborative Assessment and Planning Framework, and the Safety Planning and Structured Decision-Making Tools.
- Knowledge of the underlying individual, family and social issues impacting parents' protection and care of their children.
- Understand and apply knowledge of relational practice to support client safety, belonging and well-being.
- Competently manage and sustain a diverse range of client relationships, using influence and negotiation skills to achieve outcomes for clients. Utilises understanding of client needs, experience, preferences and cultures to facilitate clients' self-expertise, use of natural supports and elicit their visions for the future.
- Apply trauma-informed practice to client work, and coach staff in strategies to help clients respond to the impacts of trauma and disadvantage.
- Sufficient knowledge and practice expertise to judge and assess available research and standard client service delivery situations and problems, and recommend appropriate solutions.
- Use professional knowledge and experience, and develop and implement collaborative standard interventions and plans based on client goals and needs.
- Effective written communication skills to write correspondence and prepare short reports.
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively and to manage competing demands and priorities.
- Demonstrated time management skills and the ability to work flexibly across multiple sites.

- Refer to the level 5 competencies in the Social, Community, Home Care and Disability Services Industry Award.
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Other role requirements

- Work out of hours when required to respond to client needs (e.g. to assist with before and after school routine and engagement with weekend events)
 - Current Queensland C Class driver licence
 - Current First Aid Certificate, or ability to obtain
 - Current Positive Notice Blue Card.
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Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.