

Team	Youthlink
Location	Slacks Creek
Classification Level	4
Reports to	Youthlink Program Manager

Your Story. Our Commitment.

At YFS, our teams show up every day, listening deeply and responding with care. People feel seen, heard, and genuinely supported because our staff bring unwavering commitment, walking alongside them to honour their stories and help shape their futures.

Our Values



Excellence – We don't just deliver services – we create meaningful impact



Integrity – We act with honesty, transparency and respect



Optimism – We see possibility where others see barriers



Steadfastness – We walk alongside our communities with determination, grit, and care



Courage – We challenge systems, policies, and practices that create inequity

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.

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary Purpose

Working within our Youthlink program, this role provides tailored case management services to achieve these key outcomes for young people aged 12 to 21 years:

- Positive relationships with their family, friends and the community.
- Engagement in education, training and/or employment.
- Healthy and violence free lives.
- Safe and stable places to live.

Key accountabilities

Service delivery

- Provide to young people purposeful and tailored case managed services that are client-centred and family focused. Work with each young person to identify their goals and needs, assess and monitor their progress, and develop and implement practical, strengths-based collaborative interventions.
- Provide planned activities for young people to engage or re-engage them in learning and earning.
- Provide mental health interventions and assist young people to link with additional support services tailored to their needs.
- Work with parents, young people, school staff and other relevant agencies to build participation and independence.
- Ensure timely and open communication, undertake meetings with young people and other key contacts and prepare written communications, including correspondence and short reports as required.

External relationships

- 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 other 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.

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.
- Identify and respond to changing needs of young people, families 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.
- Work within the standards and principles of safeguarding children and vulnerable adults. YFS Ltd. has a zero tolerance of physical and sexual abuse, including grooming behaviours, and all allegations and safety concerns will be treated very seriously and consistently as per our Safeguarding Framework, policies, procedures and legal duties.

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

- Proven experience in person centred case management service delivery
- Demonstrated knowledge and understanding of the factors contributing to young people disconnecting from family and community or disengaging from education, training and/or employment
- Well-developed interpersonal communication skills to engage with a range of people (e.g. young people and families, education providers, community practitioners and specialist clinicians) including people from diverse cultural and socio-economic backgrounds.
- Effective written communication skills to write correspondence and prepare short reports
- Teamwork skills with the ability to contribute to a productive and harmonious team environment
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively, and to manage competing demands and priorities
- Refer to the level 4 competencies in the Social, Community, Home Care and Disability Services Industry Award.

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
- Current National Police Check.

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.