

## POSITION DESCRIPTION – Youth Support Worker

Date:	March 2021
Position title:	Youth Support Worker (Casual)
Location:	Melbourne based, online delivery and other DCA locations as required
Department:	DCA NDIS Services
Reports to:	Youth Support Coordinator
Direct reports:	None

### Organisation purpose and mission

**Deaf Children Australia's (DCA)** purpose is to remove barriers to the personal development and social inclusion faced by children and young people who are deaf or hard of hearing (DHoH). Our mission is to inspire and empower DHoH children and young people to reach their full potential. In achieving DCA's vital work, our organisation, staff and volunteers uphold the following values:

- Respectful
- Accountable
- Cooperative, and
- Committed to Service.

### Position overview

This role provides individualised NDIS supports to Deaf and hard of hearing young people to improve community access, social participation, develop individual skills and access to recreational activities. The purpose is to improve independence and self-esteem, skills and confidence to engage more effectively in the community, achieve better educational outcome and employment opportunities. Supports may be delivered face-to-face or online, one-to-one or in group settings.

### Key working relationships

Internal Stakeholders	External Stakeholders
CEO and Executive Team	NDIS Participants, their families/carers
NDIS Manager	Schools and Tertiary Institutions
NDIS Training and Compliance Coordinator	Community Organisations and businesses
Auslan/Youth Support Coordinator	NDIS Support Coordinators
Youth Support Team	National Disability Insurance Agency (NDIA)
Other DCA Staff and Volunteers	Other service providers

## Key Result Area (KRA), Responsibilities and Key Performance Indicators (KPI)

Key Result Area	Responsibilities	KPI
<p><b>1. Carry out duties of the role</b></p>	<p>Work collaboratively with each participant or group of participants to provide tailored and appropriate supports according to Participant NDIS Goals</p> <p>Organise and using resources relevant to learning needs and circumstances as required</p> <p>Work collaboratively with each participant or group of participants to develop training plans, organise and use resources relevant to learning needs and circumstances</p> <p>Monitor, review and assess participant progress over time, seeking feedback and ensuring work is delivered according to DCA standards and expectations, and value for money.</p> <p>Liaise and work with other formal and informal supports as required e.g. teachers, parents and families, external service providers and community organisations.</p> <p>Provide information and support to participants, families and other stakeholders</p> <p>Develop trusting, collaborative, professional and positive relationships with participants, their families, informal supports, other service providers and stakeholders</p>	<p>Assessment of NDIS Participant's individual needs and skills with support tailored to meet their requirements</p> <p>Achievement of NDIS Participant's goals</p> <p>Support services delivered with high level customer service meeting DCA standards and expectations</p> <p>Reports submitted as required to evidence participant progress</p> <p>Positive results from formal and informal feedback from participants, stakeholders and other customer satisfaction measures</p>
<p><b>2. Compliance with all funding contracts or terms of business</b></p>	<p>Adhere to DCA's ISO Quality Management System (QMS)</p> <p>Comply with all DCA policies and procedures</p> <p>Ensure compliance with all quality risk management policies and procedures for DCA NDIS Services</p> <p>Ensure all complaints and incidents are dealt with in accordance with disability</p>	<p>Accurate file notes, reports, dates and hours of service delivery are promptly entered into DCA's Client Management System</p> <p>Participant information, records and communications are controlled in line with DCA policies and legislation</p> <p>Conducts work practice compliant with NDIS policies and</p>

	<p>standards</p> <p>Promote a culture of continuous improvement within DCA NDIS Services</p> <p>Keep up to date with legislation impacting DCA, our services and participants</p> <p>Ensure accurate and professional recording of session delivery is completed in a timely manner in accordance with NDIS and DCA requirements</p> <p>Ensure all participant information, records and communications are protected and maintained in accordance with DCA policies and Privacy legislation</p> <p>Use and maintain relevant databases and client management systems</p>	<p>guidelines, and DCA's Quality Management System (QMS)</p> <p>Complaints and incidents are managed and reported in line with disability standards and DCA policies and procedures</p> <p>Participates in activities supporting continuous quality improvement</p>
<b>3. Program viability and accountability</b>	<p>Ensure Youth Support session delivery is conducted in line with NDIS funding and DCA's Youth Support Business Unit requirements</p> <p>Other key measures as determined by DCA, NDIS or other key stakeholders</p>	<p>Session delivery and admin is conducted within the allocated service delivery period unless otherwise determined by Youth Support Coordinator</p> <p>All required documentation related to session delivery conducted within DCA's fortnightly pay periods is entered into Supportability by deadlines as determined by fortnightly Payroll and end-of-month timeframes</p> <p>Participates in business development activities</p> <p>All required reports are provided within set timeframes</p>
<b>4. Collaboration and organisational culture.</b>	<p>Work collaboratively as part of the DCA Team</p> <p>Maintain a staff culture of accountability, productivity, performance and continuous improvement</p> <p>Participation and attendance in staff training and development</p> <p>Participation and attendance at staff meetings</p> <p>Behaviour is always respectful to</p>	<p>Positive feedback on collaborative work practices from stakeholders</p> <p>Performance review feedback</p> <p>Minimum 80% attendance at meetings and training</p> <p>Attended and completed mandatory training and development</p>

	participants, parents, stakeholders, staff members and other service providers	
<b>5. Human resources</b>	N/A	N/A
<b>6. Other duties</b>	N/A	N/A

## Key Selection Criteria

<b>Qualifications (<i>formal, recognised qualifications/professional memberships</i>)</b>
<p>Certificate IV in Disability Studies or Youth Work (desirable)</p> <p>6 months relevant experience (desirable)</p>
<b>Critical Competencies &amp; Experience (<i>skills, attitudes and abilities critical to successful performance</i>)</b>
<p>Fluency in Australian Sign Language - Auslan (essential)</p> <p>Highly developed written communication and interpersonal skills</p> <p>Demonstrated ability to assess participant needs, develop, monitor, review and implement relevant programs and to measure participant performance against agreed objectives</p> <p>Excellent customer service skills with commitment to ensuring a positive, professional customer experience</p> <p>Strong capacity to work autonomously</p> <p>Strong time management and organisational skills with ability to plan work effectively while demonstrating flexibility to meet individual needs</p> <p>Capacity to facilitate and engage in group service delivery</p> <p>Proven experience in record keeping including an ability to maintain confidential information and maintain program paperwork</p> <p>Ability to act as a Deaf role model for participants and their families</p> <p>Sound values that reflect DCA's mission and vision</p> <p>Demonstrated physical capability to perform job requirements</p>

<b>Knowledge (include area and level/significance of experience required)</b>
<p>Strong understanding, knowledge and experience of the Deaf community and culture</p> <p>Competent use of video conferencing platforms e.g. Skype, Zoom, MS Teams</p> <p>Competent user of Microsoft Word, Excel, Outlook and databases</p>
<b>Employee Code of Conduct</b>
<p>Comply with the requirements of the DCA Employee Code of Conduct</p>
<b>DCA Values</b>
<p>Contribute to the maintenance of a positive working environment and team culture</p> <p>Positive contribution to team meetings and team interactions</p> <p>Behaviours and actions are consistent to DCA Values– respectful, accountable, cooperative and committed to service</p>
<b>Health and Safety</b>
<p>You are required, while at work, to take reasonable care of your own health and safety and the health and safety of anyone else who may be affected by your actions</p> <p>It is your responsibility to follow reasonable instructions and follow DCA’s WHS policies and procedures</p> <p>You are required to cooperate on any action taken by the employer to comply with any requirements imposed by the Work Health and Safety Act 2011 or associated regulations</p> <p>You are required to undertake any training provided to protect your health and safety whilst at work</p> <p>You are required to report any health and safety hazards, incidents or near misses using the Incident Reporting System</p> <p>If you have been assigned or elected to additional WHS duties you will receive the appropriate training to enable you to perform your duties and advise other employees on WHS matters</p>
<b>Other Requirements</b>
<p>A current Working with Children Check</p> <p>NDIS Worker Screening inclusive of a satisfactory Police check or International Police Check</p> <p>A current Driver’s Licence</p>

I have read and understand the contents of this position description.

I understand that these tasks will form the basis of my employment.

I understand that at times I may be directed to undertake other tasks that are not documented within the position description.

I confirm receipt of this Position Description.

**Acceptance of Position Description**

**Employee Name** \_\_\_\_\_

**Employee Signature** \_\_\_\_\_ **Date** \_\_\_\_\_