



Candidate Information Booklet

Youth Services Case Manager

Younity acknowledges the Traditional Owners of Gubbi Gubbi Country and recognises their rich history and continuing connection to learning, community, land, waters and culture. And we pay our respects to all Aboriginal and Torres Strait Islander Peoples and Elders past, present and emerging.

Younity is committed to embracing diversity and eliminating all forms of discrimination in providing our services and support. Younity welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.

Organisation Profile

We exist to support our communities to be healthy, happy and to thrive.

Younity has grown from our rich connections in Deception Bay to working with communities across the Moreton Bay region and beyond.

At Younity, we work alongside children, young people, individuals and families to provide the connections, support, access, skills, knowledge and opportunities they need to have a fair go at life.

Through our programs, services and support, we address the drivers of exclusion and disadvantage in our community—so that individuals can make the very best choices for themselves and their families.

Younity is a not-for-profit limited company with charity status. We are HSQF accredited, Child Safe organisation with an extensive history of delivering relevant, accessible services within our communities.

We're powered by a diverse team of experienced and talented people united in our mission to support our communities to be healthy, happy and to thrive.

We encourage, support and celebrate diverse voices and experiences in everything that we do. We also work to be visible and effective allies that create safe spaces where all people feel supported to bring their whole selves to our workplace and services.



The Younity Way

Our programs, services and support are designed collaboratively with our communities.

And we work to make meaningful connections and add value to our communities.

We see the whole person.

We recognise that all people and communities have the capacity to be healthy, happy and to thrive. We're here to provide opportunities for people to find practical solutions and access education and support that will help them navigate their challenges and empower them to have agency in all aspects of life.

We see the whole life.

We understand that well-being barriers are systemic, multiple, complex, and often change as we move through life. Sustainable community growth requires a shared understanding of these barriers and collective responses that suit individuals and families—no matter what stage of their journey.

We work collaboratively.

We work with service partners to share knowledge, skills, resources and best practices. And deliver the kind of high-quality services, support and programs that work to create positive outcomes for our communities.

We work in multiple ways.

We deliver programs, services and support in our communities onsite and online. And we draw on a variety of approaches including—

- Strengths-based community development
- Relationship-based practices
- Positive and strengths-based psychology
- Coaching
- Mentoring
- Digital, cloud-based education and training programs
- Art- and adventure-based practices

We want the best for our communities.

We source and deliver quality, relevant, evidence-based services, programs and support that we know will have a positive impact on our communities. And we make the most of digital technology to ensure lifelong learning, personal development and community engagement are accessible and available to all people—whenever and wherever they need it.

We're always looking for new and better ways to do what we do.

We collect and use data from our community to evolve our practices and contribute to research. So that we can better understand and meet our communities' needs. Through consultation with experts, collaboration with partners, and feedback from our communities, we continue to improve how we deliver support.

Strategic Plan 2021 - 2024

Our Purpose

Supporting Choices, Enriching Lives

Our Mission

We will proactively tackle the drivers of exclusion and disadvantage in our communities. Through collaborations, we will drive innovation, strengthen community well-being, address sustainability and champion inclusion for all.

Our Future

By 2030, Yunity will be a regional leader in developing and delivering partnerships, services and programs that support people and communities to achieve social and economic independence.

We will combine our deep commitment to strengths-based community development with emerging models of social sustainability and social protection to ensure our communities are equipped to respond to future opportunities and challenges.



Our Pillars of Success



COMMUNITY ENGAGEMENT

We will contribute positively and measurably to the quality of life for our communities, assuring we are aware of and responsive to both their assets and their needs.



INNOVATE & INSPIRE

We will at all times aspire to growth and opportunity, and position ourselves as a leader in research, development and knowledge transfer.



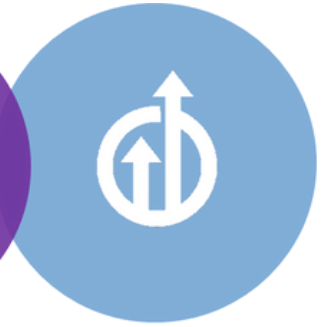
DIGITAL TRANSFORMATION

We will engage in sustainable digital innovation which will set the foundations for us into the future, increasing efficiencies, expanding reach and ultimately opening us to new markets.



PARTNERSHIP WORKING

We will grow relationships with key stakeholders, working in partnership to ensure we emerge stronger and optimally placed to respond to the collective challenges we face.



FINANCIAL SUSTAINABILITY

We will develop a viable funding model that spreads our risk and enables us to innovate and invest in capacity building for the future.

Our Organisational Culture



Younity is a not-for-profit limited company with charity status. We are HSQF accredited, Child Safe organisation with an extensive history of delivering relevant, accessible, quality services within our communities.

We're powered by a diverse team of experienced and talented people united in our mission to support our communities to be healthy, happy and to thrive.

We encourage, support and celebrate diverse voices and experiences in everything that we do. We also work to be visible and effective allies that create safe spaces where all people feel supported to bring their whole selves to our workplace and services.

We have high expectations of our people, our services and the outcomes we work with our communities to achieve. We hold each other accountable to achieving our collective mission. But we know that being professional doesn't mean we can't also enjoy the work and even have a little fun. We provide a supportive team environment with a focus on health and wellbeing, effective relationships, emotional intelligence and resilience in the face of change. An environment where all staff are empowered to have a voice in matters of mental wellbeing, physical health and safety in our organisation.

Finally, we are committed to learning and growing our team's skills through continued professional development. And we acknowledge, reward and celebrate our team's personal and professional growth.

Work with Younity

If you have an innovative mindset, embrace challenge and change, have good digital literacy and a willingness to learn, and want to work in a supportive organisation that's making a difference at the ground level—why not work with us?

We believe workplace diversity sparks innovation and creativity. Younity is a safe, accessible and inclusive workplace for people of all backgrounds. And we encourage anyone with relevant experience to apply to work with us.

We are also proud to actively promote sustainable work-life balance practices, offer extensive professional development opportunities and provide a supportive team environment. We offer generous salary packaging arrangements and four weeks of annual leave per year for our staff.

Thrive Youth Services

Younity's youth services program, Thrive, delivers comprehensive support, case management, activity and pathways opportunities for young people aged 12-24 in Moreton Bay. Driven by a deep passion for empowering young people to reach their full potential, Thrive's dynamic and enthusiastic Youth Services team are committed to providing programs and support for young people across Moreton Bay.

Thrive offers a wide range of services for young people, aimed at fostering personal growth, community connection, and positive wellbeing, including;

- **YAMBI youth outreach and case management for young people aged 12 to 21 yrs**
- **Rainbow Space info & support for LGBTQIAP+ young people and their allies**
- **Young Parents community support, courses and playgroups for young Mums and Dads**
- **Young Active & Well health and wellbeing for ages 10 – 17 years**
- **Get the Gen education, training and employment for ages 15 – 19 years**
- **PUSH! Youth Pathways for young people in touch with Youth Justice**

Collaboration is a fundamental aspect of our youth programs. We work closely with schools, community organisations, youth justice, children's services, sporting groups, cultural groups, and local agencies to establish a network of support and ensure a holistic approach to young people's development. By partnering with these stakeholders, we leverage additional resources and referrals to meet the diverse needs of our young people.

Thrive fosters an inclusive and safe environment for all young people. We prioritise diversity, equity, and inclusion, ensuring that our services are accessible and sensitive to the unique experiences and backgrounds of the young individuals we serve. We strive to create a space where every young person feels valued, respected, and supported throughout their journey.



About the Role

Youth Services Case Manager

The Youth Services Case Manager will be an integral part of our Youth Services team, responsible for supporting a caseload of young individuals who are at risk of disengaging. Your primary focus will be on helping them establish and strengthen their connections with the community and family while assisting them in setting and achieving positive goals for their future pathways.

In this role, you will build strong relationships with young people and their families, providing information, support, and connections to community-based activities and events. Your expertise in individualised case management and coordination will ensure that each young person receives tailored support, including high-quality outreach and access to programs and activities that enhance their capacity, skills, and confidence to participate actively in the community. You will also assist them in connecting with volunteering, educational, training, or employment opportunities.

Your role will also involve building partnerships with community organisations and partners, extending their knowledge, services, and facilities to young people. By collaborating with these stakeholders, you will create opportunities for young individuals to develop their skills and increase their participation in community life.

This role will suit someone who...

- Possesses a strong sense of empathy and the ability to connect with young people
- Displays a high level of resilience and adaptability,
- Has a positive, inspiring and enthusiastic attitude
- Maintains a commitment to ongoing personal and professional growth



Terms & Conditions

Program Team:	Youth Services
Reporting to:	Team Leader
Employment Type:	Full Time
Award Conditions:	SCHADS Level 4-5
Reports:	NA
Working from:	Deception Bay & Surrounds
Probation Period:	6 months

Key Accountabilities

Case Management

- Receive and assess client referrals following the Intake Triage procedures;
- Accept caseload allocations from Team Leader
- Conduct assessments of young person's needs, considering their unique circumstances and challenges
- Identify, manage and monitor risks to program quality, staff well-being and client safety, ensuring quality service delivery, and proactively escalate any related concerns;
- Develop case plans outlining goals, objectives, and strategies to support the young person's growth and well-being.
- Regularly review and update case plans in collaboration with the young person, adjusting them as necessary to ensure they remain relevant and effective.
- Provide ongoing support, advocacy, and referrals to external agencies, facilitating access to internal and external programs and services.

Emotional and Social Support

- Build strong and trusting relationships with young people and their families offering a safe and non-judgmental space for them to express their thoughts and feelings.
- Facilitate individual and group sessions to develop connections and skills including decision-making, problem-solving, and conflict resolution.
- Empower young people to build healthy relationships, enhance self-esteem, and foster positive connections within their community.

Crisis Intervention

- Respond promptly and effectively to crisis situations, including mental health emergencies, substance abuse issues, or instances of abuse or neglect.
- Implement crisis intervention strategies, ensuring the safety and well-being of the young person involved.
- Collaborate with relevant agencies and professionals to coordinate appropriate services and support during times of crisis.
- Provide ongoing follow-up and aftercare to help young person navigate the aftermath of crises and develop resilience.

Collaborative Approach

- Collaborate closely with internal teams and external stakeholders, including government agencies, community organisations, and families, to ensure a holistic and coordinated approach to youth support.
- Attend case conferences, supervisions, team meetings, and community events to share knowledge, expertise, and best practices.
- Engage in regular communication and information sharing to enhance collaboration and improve outcomes for young people.

Documentation and Reporting

- Maintain accurate and up-to-date case files, documenting all client interactions, assessments, case plans, and progress made by client.
- Ensure compliance with relevant policies, procedures, and legal requirements when handling confidential information.
- Prepare reports and statistical data as required by funding bodies and regulatory agencies, demonstrating the impact and effectiveness of youth services.
- Regularly review and evaluate documentation processes to enhance efficiency, accuracy, and data quality.
- Maintain a current knowledge of trends, policies and good practice in the provision of services to young people;
- Contribute to and participate in program evaluation activities and utilise learnings to continuously adapt and improve service responses for young people.

Key Skills and Abilities

Qualifications, certifications and/or progressive experience

- Bachelor's degree in Social Work, Psychology, Counselling, or a related field,
- Demonstrated experience in working with young people facing complex challenges,
- Demonstrated experience in community engagement and developing and maintaining stakeholder relationships,
- QLD Working with Children Check,
- Current clean QLD Drivers Licence,

Core technical skills and knowledge required for the role

- Solid knowledge of social services, community resources, and support networks available for young people in Moreton Bay.
- Strong interpersonal and communication skills, with the ability to establish rapport with diverse youth populations.
- Demonstrated strong written communication skills, including case noting and report writing.
- Excellent problem-solving and critical thinking abilities
- Commitment to a strengths based, a client-centered practice framework.
- Ability to motivate and contribute in a positive way to a multidisciplinary team and collaborate with various stakeholders.

Core non-technical skills and attributes required for the role

- Emotional intelligence and resilience
- Problem-solving, critical thinking and decision making
- Passion for promoting wellbeing for all young people

Note: This job description provides a general overview of the responsibilities and qualifications for the Youth Services Case Manager. It is intended to be flexible and may be adjusted based on the specific needs and priorities of the organisation or program.

Application Process

STEP ONE

Please submit your completed application form, resume and cover letter addressing the key skills and abilities of the position (max 2 pages) through our online portal.

www.younity.org.au/about/work-with-us/current-vacancies

Applications for this position will close Monday 26th Feb 2024 at 10am

STEP TWO

Screening and Interview Process

We will review all received selection criteria. You may be called to clarify parts of your application. Long-listed applicants will be invited to attend a first-round interview.

STEP THREE

Panel Interview

Shortlisted candidates will be invited to attend a panel interview.

Candidates may be asked to complete a practical assessment or presentation during the interview.

STEP FOUR

Due Diligence

Background checks of preference candidates will be completed pre-offer. This will include the following: qualification checks, two reference checks, working with children check/ blue card, driver's licence.

STEP FIVE

Finalisation

All applicants will be notified of the outcome and may request feedback on their application.

Have a Query?

For a confidential conversation, please contact Hayden Green, Youth Services Program Manager at hayden@younity.org.au m: +61 0467 533 173



Younity - Connecting Communities



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