



# **BYS EMPLOYMENT PACKAGE**

## **Expression of Interest**

### **Centre Based Assessment and Referral Worker**

Thank you for your interest in applying for a position with Brisbane Youth Service Inc. (BYS). BYS is an Equal Opportunity Employer and as such, the following information is provided to ensure that all applicants have an equal opportunity for preparing their applications. It is important that your application meets the requirements of this document.

#### **THE POSITION DESCRIPTION**

The Position Description should be read carefully as it details:

- The requirements and duties of the position
- The criteria for selection of the most suitable applicant for the position
- Details re closing dates for applications, for interviews and commencement if successful

Please note that, in terms of the selection criteria “demonstrated competency” or “demonstrated skill” means that you have actually used the particular competency or skill and can give and discuss examples of this use.

#### **YOUR APPLICATION**

A separate application must be submitted for each position vacancy advertised. The application is to include the following:

- a) A Completed BYS Standard Application Form.
- b) A resume/curriculum vitae including the names, positions and telephone numbers of at least three referees who can comment on your competency in regard to the selection criteria. Referees will only be contacted after an interview.
- c) **An integrated response to the KEY SELECTION CRITERIA of no more than 2 pages in total.**

Selection for the next stages of the selection process will be based on your response to the criteria *and* demonstrated previous experience in your resume.

Please focus on specific examples that provide evidence that you have the relevant knowledge, skill or ability. If you merely state that you meet the selection criteria without demonstrating your competencies it is unlikely that you will be short-listed.

#### **SHORT-LISTING PROCESS**

As stated above, initial short-listing is based on your written response and your resume/previous experience.

Short-listing will occur within one week of the closing date and you will be contacted for an interview during this week if required.

If you have not been short-listed you will be advised of this in writing as soon as possible, usually within four weeks.

## **INTERVIEW PROCESS**

If you are short-listed you will be invited to attend an interview with a panel consisting of a Management Committee Representative, BYS CEO and either an external person or a BYS Co-Worker.

The interview panel will ask you questions that address the selection criteria and allow you to expand on your written submission. Each applicant will be asked the same questions and you will be provided with a copy of these questions fifteen minutes prior to your interview. A time limit will be set for the interview session to determine the interviewee's ability in time management.

Questions are aimed at testing your knowledge and skill and may include scenarios for you to respond to. You should answer each question fully and succinctly, as the panel will see it as your responsibility to give all the factual evidence to support your application.

You will be offered time to ask any other questions you may have at the conclusion of the interview.

## **REFERREE CHECKS**

It is the responsibility of your referee to provide honest feedback about your knowledge, skills and abilities relevant to the selection criteria for the position.

At least one referee should ideally have been a recent supervisor. If you are not currently in the workforce your referee should at least be in a position to comment on your abilities as they relate to the selection criteria.

If your referee provides information detrimental to your selection, you will be made aware of this information and be given an opportunity to respond.

If you have any concerns about the reference checking process please raise them during your interview.

Reference checks are used to supplement the final selection decision.

## **SELECTION**

If you are selected for the position you will be first contacted by telephone. You will be offered the position and should you accept a formal written offer of employment will be forwarded to you including information detailing the terms and conditions of employment.

If you are not selected following interview, you will be advised of this in writing within two working weeks of the interview.

Post selection feedback for unsuccessful applicants is available on request.

## AGENCY PROFILE

BYS is a medium sized incorporated association providing a holistic response to young people and young families (aged 12 – 25 years) who are homeless or at-risk in the inner-city of Brisbane. BYS has been in operation since 1977.

BYS upholds the values of social justice, compassion, respect, professionalism and diversity and is committed to collaborative work at all levels.

The mission of BYS is: “*new futures for young people*”.

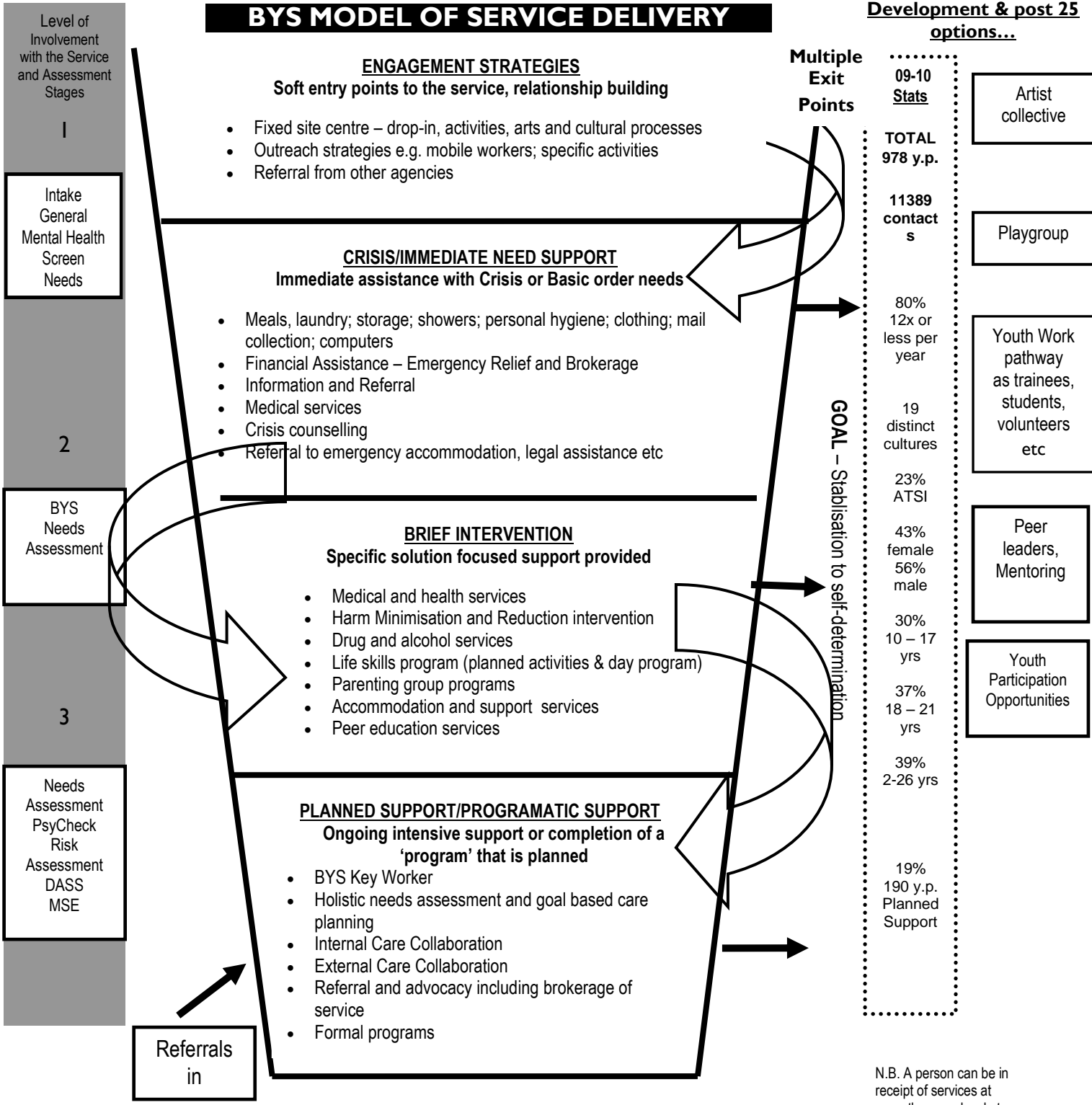
## BYS Current Services

BYS offers a holistic range of services that move from immediate needs through to planned support (refer Model of Service Delivery). You can go to [www.brisyouth.org](http://www.brisyouth.org) for more info.

The current range of services provided includes:

- Drop in services including access to:
  - showers, laundry, food, mail, storage of belongings, computers and phones
  - Program of activities for participation.
- Specialist youth medical clinic including a Registered Nurse and sessional GP's
- Access to drug intervention workers for intervention, education and support.
- Needle and Syringe Exchange program
- Access to emergency assistance for housing and fares
- On-site assistance from Centrelink with income support
- On-site Mental Health Outreach Clinic
- Legal and Court Support including weekly clinic at the Diversion Court
- Street/park based Outreach services
- Activities, arts and life-skills programs
- Community cultural development projects and resource development
- Transitional housing options
- Housing support and education
- Health education and promotion activities and intervention
- A range of Parent support services for young families including intensive support (
- Parenting Groups
- Peer education programs
- Support for promoting young peoples access to genuine participation opportunities
- Systemic information, advice, support and advocacy across a range of issues.
- Case management
- Intensive personal support and counselling

# BYS MODEL OF SERVICE DELIVERY



**TARGET GROUP:** "At risk" homeless young people & their children

**SPECIALIST TEAMS:** HEALTH, HOUSING & HOMELESSNESS, YOUNG FAMILIES, EMPLOYMENT & TRAINING, YOUTH CONNECTIONS, YOUTH DEVELOPMENT

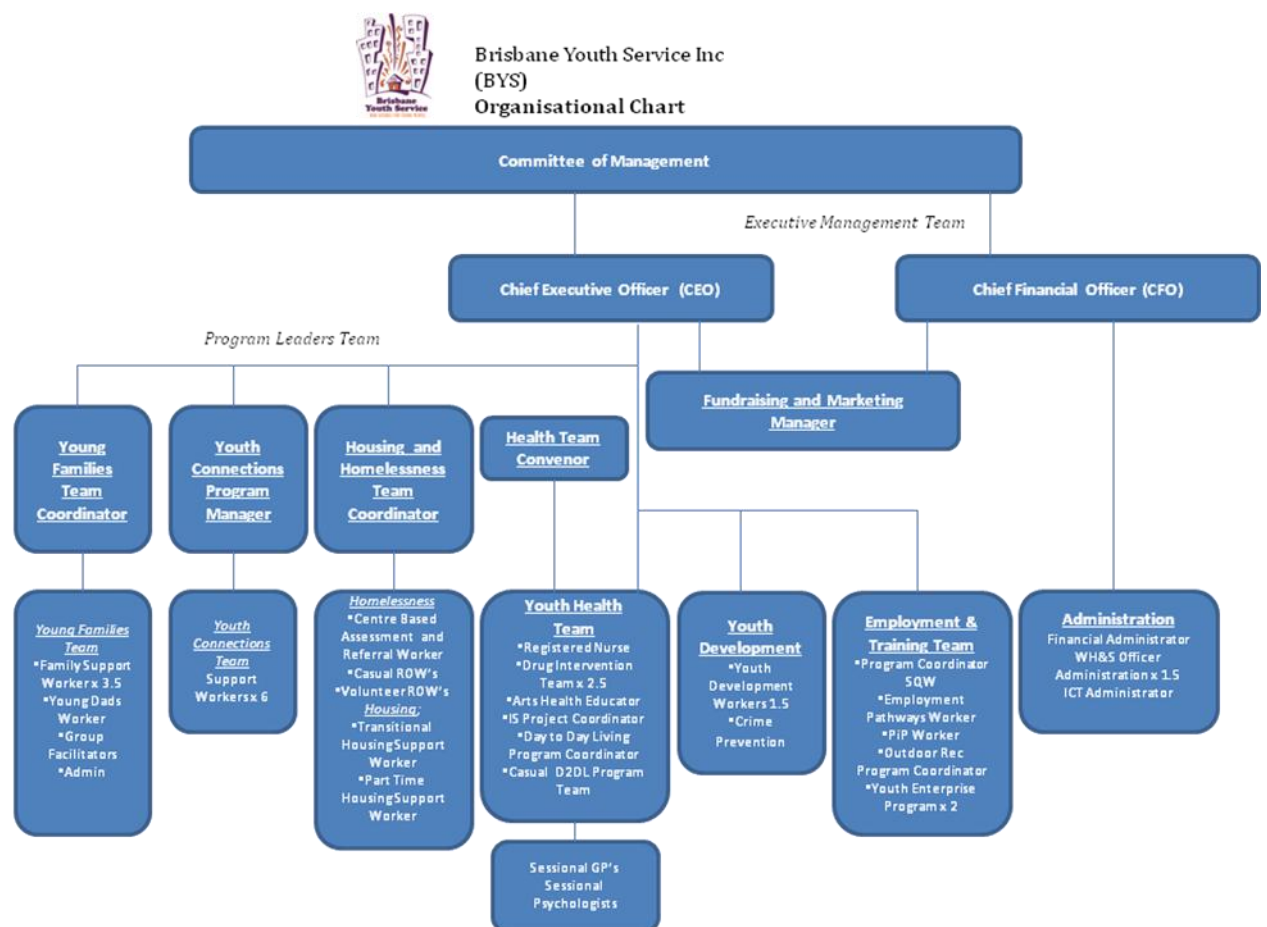
N.B. A person can be in receipt of services at more than one level at any point in time

## Current Organisational Structure:

The agency has a staffing structure made up of eight teams

- Youth Health Team
- Homelessness and Housing Team
- Young Families Team
- Youth Development Team
- Employment and Training Team
- Youth Connections Team
- Executive Management Team
- Administration.

The organisation is governed by a dedicated and experienced Management Committee.



You are invited to access our web site at [www.brisyouth.org](http://www.brisyouth.org) for more details and information about the services we provide.



## **BRISBANE YOUTH SERVICE INC.**

### **POSITION DESCRIPTION**

<b>Title:</b>	<b>Centre Based Assessment and Referral Worker</b>
<b>Grading:</b>	QCSA Award Level 4 – 5 plus above Award Conditions
<b>Hours:</b>	3 – 4 days
<b>Duration:</b>	12 months
<b>Funding source:</b>	Department of Communities
<b>Location:</b>	78 Berwick St, Fortitude Valley, QLD 4006
<b>Closing date:</b>	<b>11 June 2011</b>

### **PURPOSE:**

The Centre based Assessment and Referral (CBAR) Role is a key front line access point for the work of BYS. Centre-Based Youth Work provides for daily Youth Work Responses to young people in need.

The key objectives of the CBAR role are to:

1. Facilitate high quality outcomes for homeless and at-risk young people in the inner city area of Brisbane.
2. Provide young people with brief solution focused crisis interventions and thorough assessment, make appropriate referrals internal to BYS services and external to the wider community.
3. Reduce and respond to harm associated with homelessness and facilitate the transition from homelessness to a more stable lifestyle.
4. Support young people's growth and development by building on individual, peer group, community and cultural strengths.

BYS is committed to providing high quality support services that are culturally appropriate, accessible, equitable and non-judgmental. The provision of support is based on principles of honesty, openness, transparency, respect and participation for young people in the support process. The philosophies of harm reduction, health promotion and social justice underpin all practice at BYS.

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## **REPORTING & ORGANISATIONAL RELATIONSHIPS:**

BYS operates across 7 work teams: Administration, Executive Management, Health, Employment and Training, Homelessness and Housing, Youth Development, Young Families.

The CBAR worker will operate within the Homelessness and Housing Team and will be directly accountable to, and supervised by the Housing and Homelessness Team Coordinator.

All workers are accountable to the Executive Management Team and Management Committee.

The CBAR is also required to attend

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## **KEY DUTIES**

1. To spend 3 – 4 mornings per week running the BYS Centre Based Appointment Service consisting of approximately three appointments with young people. These appointments are around a holistic range of Assessment, Referral and Brief Interventions.
  2. Participate in the weekly roster for the afternoon Centre Based Service provided by BYS. This includes supporting young people across a range of tasks from basic needs such as food, showers and the like to Social Interaction, Brief Intervention and Support, Information and Referral.
  3. Provide a consistent referral link for young people accessing the BYS Centre Based Service and to assist young people who are not currently participating in case management with an allocated specific worker to access other services within BYS and in the greater community.
  4. Participate in pre-shift briefing, post shift debriefing and post shift data collection.
  5. Undertake other tasks as relevant to the position – these may be small ongoing projects that support the role/team and can be completed when time is available ie when appointments are cancelled etc,
  6. Work collaboratively with other members of the team at BYS on coordinated case planning to maximise outcomes for young people.
  7. Practice within very high standards of ethical practice including working with the BYS Code of Conduct and all Policies and Procedures.
  8. Attend monthly staff and service review meetings.
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## **CONTEXT FOR CBAR**

The CBAR Role is the key position working on the roster that provides the front line, centre based youth work response to young people in need from BYS main site. This work is referred to as 'Rostered-on Work' (ROW).

## **ROSTERED ON WORK (ROW) ROSTER**

A roster is developed bi-monthly by the Homelessness and Housing Team Coordinator. All permanent staff work at least one shift per week on this roster with the key purpose of engaging with young people and assisting them to link into programs/services.

The CBAR worker undertakes 5 Rostered on Work (ROW) shifts per week, providing consistency for young people and an effective intervention and referral service.

## **ROSTERED ON WORK (ROW) SHIFTS**

Each day comprises of two shifts: a morning shift and an afternoon shift.

The morning shift lasts from 9.00am to 12.30 pm daily, except for Wednesday. One worker undertakes appointment based and other individual, brief intervention work.

The afternoon shift lasts from 12.30pm to 5pm daily and is staffed by a minimum of three people. Open access to the drop-in space begins at 1.00pm and finishes at 4.00pm on Monday to Friday.

## **GENERAL ROW DUTIES**

There are a number of basic duties that ROW's are expected to perform in addition to actively engaging with young people who access the service.

This involves:

- To be on time for each shift so that inquiries can be fielded from 9.00am onwards and the Drop-In Centre opened for access at 1.00pm
- To develop effective working relationships with young people who access or visit the service each day maintaining a visible presence throughout the entire shift
- To provide general assistance to young people who access the space
- To complete client intake documentation and initial assessment of current situation for young people including their Rights and Responsibilities
- Meet and manage visiting services eg: QPILCH, SPER, Centrelink etc – and their appointments as required
- To respond to ROW phone calls
- Being present with other staff; both inside and outside the building, in the courtyard and the street, ensuring our neighbours are not negatively effected.
- To work alongside other ROW to keep the space clean, functioning and to comply with workplace, health and safety requirements.
- To ensure all information resources are plentiful by making copies of forms that are running low.



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## **SELECTION CRITERIA:**

**IMPORTANT!** Please note: **Selection for an interview is based on your response to the selection criteria below. We suggest you write no more than one page in response to each selection criteria.**

Competency in the following areas is required:

- SC1: Ability to undertake front-line worker duties, particularly in relation to building rapport with marginalised young people, crisis intervention, brief solution focussed interventions, risk assessment and management and ensuring effective communication with colleagues.
- SC2: Knowledge (or ability to acquire knowledge of) referral services within BYS and external referral sources within Government and non-government services.
- SC3: An understanding of issues affecting young people who are homeless or disadvantaged.
- SC4: Ability to describe the principles of social justice, health promotion and harm reduction and demonstrated experience in support interventions that are based on these principles
- SC5 Highly developed interpersonal skills including the ability to work as part of a team.

### **Additional Factors:**

- BYS is an equal opportunity employer. Women, Aboriginal and Torres Strait Islander people, people with a disability and people from culturally and linguistically diverse communities are encouraged to apply.
- *Experience working with young people or in a related field*
- *Blue Card (authorisation by the Commission for Children & Young People to work with under 18 year olds).*
- *A tertiary qualification in Social Work, Psychology, Health or Human Services*
- *Current driver's license*

### **Referees:**

Contact details are required of at least three referees who have supervised you or are knowledgeable about your work. Referees from your current or recent employers are preferred.

***Applications Close at 5.00 p.m. Friday 28<sup>th</sup> January 2011***

**Applications should be marked Confidential and made to the attention of:**

Chief Executive Officer  
Brisbane Youth Service Inc.

Post:  
PO Box 1389  
Fortitude Valley, QLD 4006

Or deliver to:  
78 Berwick St,  
Fortitude Valley, QLD 4006

Or email to:  
[admin@brisyouth.org](mailto:admin@brisyouth.org)



## BYS STANDARD APPLICATION FOR EMPLOYMENT

Position applied:..... Date:.....

Name:.....

Address:.....

..... Post Code:.....

**Telephone No.:**

After Hours:.....

Work:.....

Mobile:.....

**Blue Card:**

Do you hold a current Positive Notice blue card for Child Related Employment?

YES NO (circle one)

If yes, please provide Registration No:.....& Expiry Date:.....

**Driver's Licence:**

Do you hold a current drivers licence? YES NO (circle one)

If yes, please provide Drivers Licence No:.....

If no, please explain situation:.....

**Medical Conditions:**

Are you currently suffering from any medical condition that may inhibit you from performing the inherent requirements of the job being applied for? YES NO

If yes, please specify details, including special requirements for managing any condition: (e.g. medication or treatment)

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**Start Date:**

If the position is offered to you, when are you available to start work?

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**Authorisation and Understanding:**

I authorise Brisbane Youth Service to investigate my work history and verify all information given on this application. These enquiries may include information as to my character, general reputation and personal characteristics. I consent to the conduct of such enquiries and to the consideration of any statements or references provided by former employers in response to these enquiries. I authorise all individuals and employers whom I have named in my application, unless specifically limited by me in writing, to provide information requested about me, and I release them and Brisbane Youth Service from liability and damages in providing this information.

I understand and acknowledge that any misrepresentation, omission or incorrect statement of fact may result in rejection of my application or, if hired, immediate termination of employment.

I understand that all information provided to BYS in relation to my application will be treated in the strictest confidence and will not be communicated to any third party without my consent.

Name:.....

Signature:.....

Date:.....