








Role description

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| Role Title | Youth Development Coach |
| Team | SHIFT |
| Location | Slacks Creek |
| Classification Level | 4 |
| Reports to | Program Manager – Transition to Adulthood and Shift |

Our Vision - Building independence and participation.

Our Purpose - YFS backs 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

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

This role provides intensive coaching support to address client goals around substance use and additional vulnerabilities such as mental health, housing and legal issues.

Key accountabilities

Service delivery

- Provide thorough, detailed, purposeful and tailored coaching and mentoring support to young people in a client-centred and family-focused manner.
- Provide evidence-based interventions to address substance use.
- Provide opportunities for young people to experience and engage with meaningful activities as an alternative to substance use.
- Provide mental health interventions and assist clients to link with additional support services tailored to their needs.
- Work with parents and family, significant support people and stakeholders to build participation and independence.

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.
- Understand significant team and organisation external stakeholder relationships and their importance.

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.
- Demonstrate and guide other team members in applying a high level of motivation, self-awareness and resilience to fulfil the requirements of the job role.
- Recommend changes to procedures and quality standards that may impact across other work areas.

Teamwork and collaboration

- Contribute to the development of 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.
- Work within the standards and principles of safeguarding children and vulnerable adults.

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 of the factors contributing to young people using alcohol and other drugs, and evidence-based responses.
- Demonstrated thorough and practical working knowledge of alcohol and other drugs practice standards including demonstrated experience facilitating:
 - AOD assessments and tailored treatment plans
 - harm minimisation strategies
 - relapse prevention and education.
- Demonstrated ability to work effectively with a range of stakeholders, including young people and families, education providers, community practitioners and specialist clinicians.
- Demonstrated experience in person-centred, case-management service delivery.
- Demonstrated experience in undertaking holistic person-centred, strengths-based assessments and interventions in close cooperation with other professionals.
- 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.
- Relevant tertiary qualifications and/or experience are essential.

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.