



## RESIDENTIAL YOUTH WORKER

Thank you for your interest in applying for a position with Gold Coast Project for Homeless Youth (GCPHY). GCPHY 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 set out in 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

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 GCPHY 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 Expression of Interest in the form of a response to the Criteria in the Position Description (in advertisement). Where possible, we prefer that your response be a comprehensive and integrated one rather than separate and disjointed smaller pieces.

### ***Selection and selection panel***

Selection for the next stages of the process will be based on the response to the selection criteria and demonstrated previous experience in the resume. Applicants who use statements about the selection criteria without demonstrating competencies are unlikely to be short-listed.

A selection panel will determine the successful applicant for the vacant position. In a process to select a Manager the panel consists of two Management Committee members and a minimum of one other person with knowledge of the skills required to perform the role of Manager.

In the selection of other staff the panel is made up of the appropriate Manager, another appropriate staff member and a representative of the Management Committee.

On occasion, it may also be necessary to invite other people with relevant skills and knowledge of the job requirements to be part of the panel.

### ***Selection of Applicants for Interview***

Short-listing will occur within one week of the closing date and applicants will be contacted for an interview during this week if required. An applicant who has not been short-listed will be advised of this in writing as soon as possible, usually within four weeks.

Each member of the selection panel will receive a copy of all the applications, marked "confidential". Using the Interview Short Listing Form, the panel members each rate every application independently, using only the responses to the selection criteria. Upon completion of this task the panel members meet to compare their ratings. The two or three applicants most highly rated will be interviewed.

No fewer than two applicants will be selected for interview at an agreed time and date. Applicants selected for interview will be given consideration for special arrangements when it is not possible for them to meet with the panel at the time and date proposed.

If no suitable applicants apply, appropriately qualified and experienced individuals may be invited to attend an interview process, or the position may be readvertised.

### ***Interview Questions***

Written interview questions are to be reviewed and/or developed by the selection panel, and are to be directly related to the selection criteria. The Interview Scoring Sheet is to be used, with each response rated on a scale of 1-5, with 1 = poor, 2 = fair 3 = average, 4 = good, 5 = excellent. Some questions may be given an extra weighting (these weightings are to be agreed by the panel prior to the job interview).

### ***Interview Procedure***

When applicants are advised they have been selected for interview, they are to be given the following information:

- the time of the interview, with an invitation to arrive fifteen minutes early to peruse the written questions
- where the interview will take place
- time allotment of up to 45 minutes
- the names of the selection panel members and positions they hold

At the commencement of the interview, each panel member is to be introduced to the applicant.

The interview panel will ask questions that address the selection criteria and allow the applicant to expand on his/her written submission. Questions are aimed at testing the applicant's knowledge and skill and may include scenarios to respond to. Answers for each question should be full and succinct, as the panel will want all the factual evidence to support the application.

The same questions are asked by the panel members, in the same order, for each applicant. Questions are to be read aloud to ensure consistency, but may be followed by explanatory comment, with similar consistency as far as possible.

Ratings are to be completed by each panel member as each question is answered and scored, with any designated weighting, using the Interview Scoring Form.

After the set questions have been answered, applicants are to be given time to question the selection panel.

Applicants are to be shown the work area that they will occupy if they are the successful applicant, and told the time frame for the decision.

### ***Referees' Checks***

It is the responsibility of the applicant's referees to provide honest feedback about his/her knowledge, skills and abilities relevant to the selection criteria for the position. At least one referee should ideally have been a recent supervisor. If the applicant is not currently in the workforce one referee should at least be in a position to comment on his/her abilities as they relate to the selection criteria.

If a referee provides information detrimental to the applicant's selection, the applicant will be made aware of this information and be given an opportunity to respond.

If the applicant has any concerns about the referee checking process, he/she can raise them during the interview. Referee checks are used to supplement the final selection decision.

### ***Advising the Applicants***

The successful applicant is subject to a satisfactory reference check from at least two designated referees, using the Referee Checking Form. If the referee checks are satisfactory, the successful applicant is to be offered the position by telephone, subject to the provision of a certified copy of all relevant qualifications.

If the reference checks are unsatisfactory, or the selected applicant declines to take up the position, the selection panel may offer the position to the next preferred applicant (subject to satisfactory referee checks), or may recommend re-advertising.

All unsuccessful interviewees are to be advised by letter within a week of the formal acceptance of the position by the successful candidate, with an offer of post interview feedback.

Applicants not selected for interview are to be advised that the position has been filled.

All documents relating to unsuccessful applicants are to be kept for a period of six months, and then shredded. Documentation relating to the successful applicant is to be filed on his/her personnel record.

### ***Appointment***

If an applicant is selected for the position, he/she will be first contacted by telephone. He/she will be offered the position, and, if he/she accepts the offer, will be invited to an induction interview.



The Gold Coast Project for Homeless Youth Inc

**Applicant Information Form**

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

**Name:** .....

**Address:** .....

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

**Ph (After Hours):** .....

**Ph (Work):** .....

**Ph (Mobile)** .....

**Blue Card:**

Do you hold a current Positive Notice blue card for Child Related Employment? **YES NO**

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

**First Aid Certificate:**

Do you hold a current First Aid Certificate with a CPR component? **YES NO**

If yes, please provide: Expiry Date of First Aid: .....

Expiry Date of CPR: .....

**Driver Licence:**

Do you hold a current Driver Licence? **YES NO**

If yes, please provide Driver 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? .....

**Authorisation and Understanding:**

I authorise the Gold Coast Project for Homeless Youth 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 who I have named in my application, unless specifically limited by me in writing, to provide information requested about me, and I release them in Gold Coast Project for Homeless Youth 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 GCPHY 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: .....



## Position Description

### Residential Youth Worker Position Description

**Service** The Gold Coast Project for Homeless Youth Inc. is a community based accommodation service for young people aged 12-17 years.

**Salary** Commonwealth Social, Community, Home Care and Disability Services Industry Award 2010 Pay Point:

**Responsible** Directly to the Operations Manager. Accountable to the Management Committee.

#### Purpose of Position

To maintain quality service delivery to clients of the Gold Coast Project for Homeless Youth.

#### Role and Duties

<p><b>Work with clients</b></p>	<ul style="list-style-type: none"> <li>▪ Perform intake procedures in accordance with the Projects guidelines.</li> <li>▪ Assess the needs of individual residents and to plan and implement appropriate responses.</li> <li>▪ Maintain accurate documentation of relevant information in client file and day book.</li> <li>▪ Relate to, and protect young people in crisis.</li> <li>▪ Notify the appropriate authorities of 'at risk' and under 16 year old residents.</li> <li>▪ Provide a safe and healthy environment for young people in the house and in the vehicle.</li> <li>▪ Conduct regular case management with residents, supporting and assisting them to identify and achieve their immediate and longer-term needs and goals. Monitor and review plans in line with the case management policy and procedure.</li> <li>▪ Assist young people to make positive informed decisions and choices about their accommodation and lifestyle.</li> <li>▪ Assist young people with the preparation of meals and ensure young people have access to nutritious food.</li> <li>▪ Use active listening and rapport building skills to provide a supportive environment for clients.</li> <li>▪ Ensure that information on relevant community resources and services is available to clients.</li> <li>▪ Where appropriate, facilitate the reconciliation of young people with their families. Refer to Family Mediation if requested.</li> <li>▪ Advocate on behalf of young people, empowering them to obtain their rights and goals.</li> <li>▪ Provide appropriate and desirable role modelling for residents.</li> <li>▪ Encourage residents to accept responsibility for their allocated chores.</li> <li>▪ Assist young people to integrate into the community and become an active citizen.</li> <li>▪ Enable young people to follow the grievance/complaint procedure.</li> </ul>
<p><b>Admin. &amp; Communication</b></p>	<ul style="list-style-type: none"> <li>▪ Represent GCPHY in a courteous and professional manner.</li> <li>▪ Practice customer service skills when using and answering the telephone.</li> <li>▪ Maintain office area so it is conducive to resourcefulness and efficiency.</li> <li>▪ Maintain all necessary records of the service and administrative procedures in line with service policies and as directed by the Operations Manager.</li> <li>▪ Efficiently and appropriately carry out administration procedures such as the communication book, answering phone, maintaining client files, SAAP data collection forms and exit forms.</li> <li>▪ Maintain appropriate and timely communication with all staff members concerning progress of residents.</li> <li>▪ Participate in staff meetings and other meetings as requested by the Operations Manager or Management Committee.</li> <li>▪ Adhere to procedures relating to financial management. Maintain accurate financial records.</li> <li>▪ Participate in discussions concerning the operations and development of the service.</li> <li>▪ Communicate immediately to the Operations Manager: unethical or illegal activities; complaints; the need for resident, staff, volunteer and debriefing or supervision; vehicle and house maintenance requirements and any other issues of concern.</li> </ul>

<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>▪ Maintain ethical and professional practice in all work carried out on behalf of the Project.</li> <li>▪ Be familiar with, and follow the Projects policies, procedures and guidelines.</li> <li>▪ Comply with the requirements of workplace health and safety, equal opportunities and anti-discrimination practices and behaviours in the work environment.</li> <li>▪ Document all necessary information appropriately and promptly whilst on duty.</li> <li>▪ Establish and maintain liaison with appropriate youth services, community organisations and government departments for the purpose of referral and assistance to clients and/or their families according to the case management plan. Provide residents with information on other community service providers when requested.</li> <li>▪ Promptly carry out designated roles allocated to youth worker.</li> <li>▪ Attend meetings as requested by the Operations Manager</li> <li>▪ Work as a team and provide support to other team members.</li> <li>▪ Use efficient and effective time management to complete tasks.</li> <li>▪ Ensure housekeeping roster is maintained and housekeeping completed.</li> <li>▪ Maintain and keep vehicle safe and clean.</li> </ul>
<b>General duties</b>	<ul style="list-style-type: none"> <li>▪ Implement the aims, objectives and principles of the Gold Coast Project for Homeless Youth.</li> <li>▪ Ensure the Confidentiality Policy is maintained and followed.</li> <li>▪ Work cooperatively with all team members.</li> <li>▪ Take responsibility for individual briefs as delegated by the Operations Manager.</li> <li>▪ Use initiative to implement and follow through on tasks, and where appropriate delegate and seek support.</li> <li>▪ Attend professional development workshops, seminars and training as appropriate and requested.</li> <li>▪ Follow reflective practice principles and regularly evaluate own performance.</li> <li>▪ Follow performance appraisal procedures and achieve mutually agreed goals and targets.</li> <li>▪ Promote a positive image of the service and organisation when dealing with other agencies and services and when acting as an advocate.</li> <li>▪ Deal effectively with own stress and seek supervision and support if necessary.</li> <li>▪ Perform youth worker duties to the best of your ability.</li> <li>▪ Maintain a current Senior First Aid certificate including CPR component, Positive notice Blue Card and Drivers Licence.</li> <li>▪ Perform other functions; undertake other responsibilities and duties as requested by the Operations Manager.</li> </ul>

Name: .....

Signed: .....

Date: .....