

Position Description

Job Title	Youth Worker
Level	GS 4
Team	Galilee School
Job Type	Full Time
Reporting Relationship	Head of Student Support
Location	Kambah and Holder

About Us

Communities at Work is the largest provider of children’s services and one of the leading not-for-profit organisations in the ACT region, with a proud history of serving the local community since the 1980s. Our mission is to build resilient, sustainable, and socially inclusive communities by delivering high-quality early education, care, and a wide range of community services.

People are at the heart of everything we do, and our programs go above and beyond to support positive educational outcomes, provide a helping hand in times of need, and enhance quality of life for all.

Our people centric approach and strong community values make Communities at Work a rewarding and meaningful place to work.

Values

Our Values comprise of:

- **Compassion** – We treat others with respect, dignity, kindness and empathy
- **Quality** – We deliver high-quality programs and services that meet stakeholder expectations, pursuing excellence in every aspect of our operations
- **Collaboration** – We work together and with partners to meet community needs
- **Learning** – We are committed to lifelong learning opportunities for our community and workforce
- **Safety** – We believe that every person deserves to work, learn and interact in an environment free from harm, where their physical, psychological and cultural safety is protected.

Position Statement

Galilee School is a trauma informed environment and as such, this position is required to support and regulate young people from complex and diverse backgrounds both in and out of class times.

This role has a strong focus on supporting students to maintain engagement in their day-to-day studies and activities, and supporting their social and emotional wellbeing and development, in conjunction with their Individual Learning Plan and Positive Behaviour Support Plan.

Employees at this level are expected to have high levels of autonomy and often need to manage complex situations. Their qualifications and in-depth experience allow them to provide specialised advice and wrap-around care. They possess a strong understanding of relevant policies related to young people, programs and activities.

What are we looking for

To be successful in this role you will bring qualifications and in-depth experience in youth work, including case management within trauma-informed settings. The role requires strong professional judgement, the ability to work autonomously, and skills in developing and delivering strategic, proactive interventions that address barriers to student engagement and attendance. A sound understanding of relevant legislation, policies, and best-practice frameworks relating to young people, programs, and activities is essential, along with the capability to implement these consistently and effectively in a school environment.

Equally important are the personal attributes required for success in this role. The Youth Worker must demonstrate developed collaboration and communication skills, enabling them to work constructively under pressure, manage complex situations, and build trusting relationships with young people, families, and multidisciplinary teams. A commitment to working within the broader Student Support Team is central, as is alignment with Galilee School's trauma-informed approach and values-driven practice. Resilience, adaptability, and a strong commitment to improving outcomes for young people from diverse and complex backgrounds underpin effectiveness in this pivotal leadership role.

Duties and Responsibilities

- Provide individualised support to young people attending Galilee School in alignment with the Student Support Framework
- Maintain the daily attendance record of students
- Assist the Head of Student Support and Senior Youth Workers to coordinate, and where relevant, participate in case conferences and meetings with students, families and other agencies
- Provide support to the school team in implementing and reviewing students' Individual Learning Plans
- Guide and participate in the process for the development of a student's Positive Behaviour Support Plan and assist with the implementation, monitoring and review processes
- Work proactively to support students to engage positively in the learning program and activities of the school
- Under the direction of the Head of Student Support and Senior Youth Workers, work proactively to maximise young people's attendance and engagement at the school
- Actively participate as a member of the team and contribute to the effective development and implementation of programs and activities for the students
- Provide individualised and targeted support for assigned students including making referrals, providing support letters and other wrap around supports as needed
- Support students with regulation and re-engagement in activities and programs.
- Maintain positive connections with parents, carers and families
- Maintain confidential case notes and records
- Participate in Galilee School's staff meetings, professional development days and other organisational meetings where required

- Assist in the transportation of students in support of their attendance at school and in support of the school's academic and social and emotional program
- Other duties as directed within the scope of the role

Workplace Compliance

- Promotes and supports the Communities at Work Purpose & Mission
- Acts professionally and represents Communities at Work at all times
- Maintains a commitment to quality outcomes and ensures policies and procedures are upheld
- Complies with WHS guidelines, due diligence, and duty of care responsibilities (Executive roles only)
- Maintains appropriate professional codes of ethics and work standards
- Complies with Cyber Security and Privacy policies
- Demonstrates a sound working knowledge of relevant legislation and regulations
- Ensures all employees have the WHS capability needed to do their jobs safely
- Contributes expertise to achieve outcomes
- Participates and cooperates with internal and external audit requirements
- Anticipates and responds to changes in client needs, manages expectations, and provides courteous, professional service
- Complies with Mandatory Reporting and Reportable Conduct requirements.

Teamwork

- Builds and sustains positive relationships with team members and clients
- Works collaboratively and is an effective team member
- Understands and responds to different communication styles, and treats people with respect and courtesy
- Identifies learning opportunities and understands constructive feedback

Selection Criteria

Essential

- Maintain current "Working with Vulnerable People" registration
- Bachelor, Diploma or Certificate IV in Youth Work or equivalent qualifications and experience
- A passion and drive and demonstrated experience in working with vulnerable, "at-risk" and disadvantaged youth
- Demonstrated experience and skills in conflict resolution and an ability to build influential and supportive relationships with young people and their families
- Well-developed communication skills (both oral and written), including liaison, negotiation, motivational, case planning, reporting and the development and delivery of youth focussed programs
- Understanding and experience in trauma informed practices
- An understanding of the role of a young person's Individual Learning Plan and how this is best supported by the role of the Youth Worker
- The ability to understand and implement strategies agreed upon in a student's Positive Behaviour Support Plan
- Possess high level organisational, planning and time management skills. Demonstrated ability to work independently and as part of a close team
- The ability to participate in physical demonstration of tasks and physical activities as well as exposure to environments and varying terrains

- Willingness to adhere to, and work within, the strategic vision, direction, and philosophy of Communities at Work Galilee School
- Current driver's license and be able to drive vehicles with both manual and automatic transmissions
- Mental Health First Aid Training (or able to obtain)

Desirable

- Experience of educational settings.
- Understanding and experience in restorative practices.
- Training and experience in facilitating relevant programs.

I have read and understood the position statement, duties & responsibilities and expectations set forth in the position description provided for the position.			
Acknowledgment by the incumbent:			
Signature:			Date