

YOUNITY

YOUTH SERVICES



Candidate Information Booklet

Children and Youth Engagement & Intake Worker

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.

YOUNITY

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.

Please refer to the Younity website www.younity.org.au for information about the teams and programs.



The Younity Way

We deliver our services alongside our communities.

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 wellbeing 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 the journey they're at.

We work collaboratively.

We work together 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 both 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 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 focusing 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.

Program Details

The GROW Program

Growing Resilient in Our World

One of Younity's key service streams is our work with children and their parents - The GROW Program. GROW aims to see that all children and young people are safe, respected, nurtured, and reach their full potential.

The GROW Program is committed to the delivery of what works for children, young people and families, including evidenced-based and/or informed models of intervention.

GROW is here to support families and children to build relationships, skills and confidence in fun, creative and joyful environments, including parks, shopping centres, halls, schools and other local locations. The program offers playgroups, activities, events and parenting projects that are relevant, effective and supported by evidence-based teaching and learning strategies.

Over the next four years, the Grow program will support over 1500 members of our community to be happy, healthy and to thrive.



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.

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 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

About the Role

Children and Youth Engagement & Intake Worker

Younity is seeking a creative and passionate community development professional to join our dedicated team as the Children & Youth Engagement and Intake Worker.

In this role, you will work across two of Younity's main program streams - Children & Families and Youth Services. This role has two distinct areas of responsibility:

- Organise and oversee a schedule of community activities and events to engage with children and young people, and promote awareness of and access to Younity programs and services,
- Receive applications and referrals to these programs and services and provide a welcoming centralised point of triage to direct and link to appropriate internal and external supports.

You will actively support the program teams in mapping and delivering their community engagement activities and be responsible for promoting these across social media, stakeholder networks, community venues and other PR opportunities.

You will also coordinate the organisation's "intake" function, receiving and assessing applications and referrals to all programs and services to ensure clients are linked to relevant internal and external supports to meet their needs.

This position offers a unique opportunity to make a lasting impact on the growth and well-being of our community's youngest members.

This job is for someone who...

Thrives on collaboration and building strong relationships,

Is a social media wiz, adept at online community engagement,

Can master the "triage maze, ensuring timely and impactful links between people and programs



Terms & Conditions

Program Team:	Youth Services
Reporting to:	Youth & Families Team Leader
Employment Type:	Full or Part-time (up to 35hrs)
Award Conditions:	SCHADS Level 3-4
Reports:	None
Working from:	Deception Bay & surrounds
Probation Period:	6 months

Key Accountabilities

Stakeholder Engagement & Awareness

- Design and coordinate a schedule of promotional resources and events to increase the profile of and access to Younity's programs and services,
- Use social media to develop opportunities for community engagement and service promotion,
- Produce documents and promotional material of a professional standard that complies with branding policy, suitable for external communication to various target audiences.
- Build relationships with external service providers and report on opportunities for mutually beneficial partnerships that progress Younity delivery objectives.
- Actively promote engagement with a diverse range of communities, including provision of culturally appropriate services, LGBTIQ+ and, culturally and linguistically diverse populations,

Child and Youth Development

- Consult with children, young people and their families to understand the main health and wellbeing issues for young people in Moreton Bay,
- Provide resources and activities that support children and young people to make positive choices and develop their health and wellbeing in all aspects of their lives,
- Support children and young people to have safe and respectful relationships that protect and build their health and wellbeing,
- Develop community capacity to effectively build and support the health and wellbeing of children and young people,
- Advocate for the provision of affordable, accessible, high quality and responsive services, resources and initiatives that effectively support the health and wellbeing of young people.

Intake & Triage

- Be the first point of client/agency contact ,
- Following Younity's triage model, receive and assess referrals to children and youth programs,
- Perform initial assessments, manage client allocation and link and refer clients to relevant internal and external programs and services,
- Collect and record all relevant information, including presenting issue, risks, and initial screening,
- Initiate client entry into CRM & reporting systems ensuring maintenance of accurate records and information in the system,
- Monitor and review targets, and generate relevant reports from various databases
- Develop collaborative partnerships and referral pathways with external service providers and networks
- Work with other Younity programs to ensure seamless transition between programs,
- Maintain 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 continuously utilise learnings to adapt and improve service responses for young people.

Key Accountabilities (cont)

Safety and Compliance

- Maintain a safe working environment in line with Child Safe protocols and organisational Workplace Health and Safety Policies and procedures.
- Ensure Yunity programs comply with relevant contractual obligations and maintain positive relationships with stakeholders, including schools, to facilitate ongoing collaborative program delivery.
- Complete Risk Management documents for activities, ensuring the safety and well-being of families and children.



DECEPTION BAY SCHOOL
HOLIDAY EVENTS

DISCO



5:00pm - 8:00pm
Friday 12th Jan
Deception Bay

**MOVIE @
PCYC**

5:30pm - 7:30pm
Friday 19th Jan
PCYC, Deception Bay



Skills & Abilities

Qualifications and progressive experience

- Qualifications (or undertaking) and/or equivalent professional experience in Social Work, Human Services, Psychology, Behavioural Science, Social Science, Health, Youth Work, Education, Community Services or relevant field.
- Experience delivering outreach child and youth development programs
- Experience in case conferencing/care coordination
- Experience in risk assessment and triage/referral processes
- Experience in a range of digital media and technologies, social media, and their application to youth work practice,
- QLD Working with Children Check
- Current clean QLD Drivers Licence,

Knowledge & Skills

- Demonstrated understanding of working with children and young people including complex trauma-based behaviour management, case management and referral pathways.
- Demonstrated ability to support children and young people from diverse backgrounds and/or with varying abilities.
- Demonstrated ability to plan and deliver creative community programs for children and young people.
- Demonstrated ability to provide appropriate information on a range of services and referral pathways available for children and young people and families specific to their circumstances.
- Demonstrated ability to plan, organise and coordinate own workload effectively.
- Strong understanding of community development principles and practices.
- Strong communication and interpersonal skills, building positive relationships with clients, team members, and stakeholders.

Core non-technical skills and attributes

- Emotional Intelligence
- High level of integrity and ethical conduct
- Flexibility and adaptability
- Commitment to Younity's core values and organisational culture

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