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ABN: 48 301 028 154

## POSITION DESCRIPTION

<b>Title:</b>	<b>Lowood Youth Hub Facilitator</b>
<b>Program:</b>	Regional Youth Support Service
<b>Hours:</b>	37.5 hours per week fixed term to 30 June 2017
<b>Location:</b>	Based at the ICYS Lowood Youth Hub
<b>Award:</b>	Social, Community, Home Care & Disability Services Industry Award 2010 (QLD TPEO rates) Level 3 or 4 depending on experience - \$55,693 - \$66,452 (pro rata)
<b>Responsible to:</b>	ICYS Service Manager
<b>Accountable to:</b>	ICYS Service Manager and ICYS Management Committee

### About ICYS:

ICYS Ipswich Community Youth Service is a multi-service not for profit community based organisation that supports and assists at risk children and young people aged 0 to 25, their families and their communities to identify their strengths, make positive decisions and become active citizens. For over 30 years, ICYS has been providing support and assistance to children and young people based on individual need including assistance with educational engagement, housing and homelessness, vocational training, disability support, information, referral, advocacy, practical assistance, drop-in, emergency relief and recreational activities in the Ipswich and surrounding regions.

Each year ICYS provides direct services to thousands of children and young people across five Local Government Areas (Ipswich City, Brisbane West, Lockyer Valley, Somerset and Scenic Rim Regional areas).

### Program Outline:

Funded by the Federal Department of Social Services, ICYS' Lowood Youth Hub Facilitator position is responsible for establishing a designated Lowood Youth Hub which works alongside the community and existing services to provide increased opportunities and supports for young people in the Lowood SA2. The position involves a high level of stakeholder engagement to coordinate local level outcomes, service mapping and asset mapping to identify existing community strengths and areas for community/service capacity building and some direct activity facilitation where relevant. This position is place-based in the ICYS Lowood Youth Hub alongside three (3) additional ICYS staff, all of whom are directly responsible and accountable to the ICYS Service Manager.

The project operates with some fluidity, informed by relevant stakeholders, needs, emerging trends, skills and capabilities of service providers, service contributors and the wider community. Current indicators, statistics, qualitative discourse and stakeholder engagement informs the project to direct supports for young people in the Lowood community based on local need; a community that is under-resourced, identified as having a high percentage of persons within the most disadvantaged indicators of employment, education, mental health, social disadvantage and more importantly a community with predicted growth.

**The Lowood Youth Hub Facilitator will undertake the following duties:**

***Service Delivery:***

- Deliver services in line with the Federal Department of Social Services guidelines and ICYS policies and procedures
- Engage with the Lowood community via community consultation, stakeholder engagement and young people feedback processes to identify strategies and services to meet the needs of young people in the region
- Conduct a community service audit/map of place-based, outreach and volunteer services in the Lowood regions relevant to young people
- Identify gaps in service and opportunities to improve access, activities and services for young people to increase their participation in community life
- Liaise with services located within and/or external to the community to facilitate increased opportunities for young people within the community
- Develop strategies to increase the integration of local community services and facilitate place-based approaches to service integration
- Meet with existing volunteer groups relevant to young people to assess current strengths and possible capacity building opportunities
- Create opportunities for increased volunteerism within the community to address and assist with local need and service gaps, including volunteer recruitment and training, mentoring etc. to increase skills and capacity
- Establish a local level reference group to assist the direction of the project (within funded guidelines)
- Facilitate and direct young people and families who access the Lowood Youth Hub to relevant supports and services
- Ensure a coordinated approach to respond to young people within the target group, through the establishment and maintenance of relationships with key stakeholders.

***Administration/Accountability Requirements:***

- Maintain (and develop where necessary) appropriate records which relate to the operation of the program
- Development of an Activity Work Plan in conjunction with the ICYS Service Manager and the Department
- Completion of progress reports as per funding guidelines
- Ensure ICYS Management and Management Committee are provided with the information required to effectively meet their responsibilities in relation to the funded program, including provision of monthly reports and attendance at Management committee meetings as requested
- Maintain accurate organisational records including time sheets, vehicle logbooks, petty cash and debit card reimbursement forms
- Assist in the development, implementation and revision of policies and processes to ensure accountable, efficient and responsible service delivery.

***General:***

- Maintain open lines of communication with other ICYS staff, including attending and participating in staff meetings where requested/required
- Adhere to safe work practices at all times
- Attend in-house staff training as requested/required
- Participate in relevant networks and interagency meetings, conferences and training events where capacity exists and appropriate approvals received
- Participate in regular operational supervision with the ICYS Service Manager
- Refer complex cases/issues to the ICYS Service Manager
- Collaborate with other ICYS staff on appropriate projects and programs
- Work within all organisational policies and procedures and Code of Conduct
- Maintain a professional, friendly and courteous manner at all times in line with the organisation's Code of Conduct
- Other duties where necessary as requested/directed by the ICYS Service Manager.

**For applications to be considered, applicants MUST address the following 'Position Prerequisites' in their Cover Letter:**

***Position prerequisites***

- Relevant tertiary qualifications and experience in the Human Services/Community Development field with excellent knowledge of youth related issues
  - Demonstrated ability to utilise a strategic framework to guide practice and outcomes
  - Demonstrated experience utilising community development/engagement approaches
  - Experience liaising and building relationships with key stakeholders including all levels of government, education providers, service providers, community groups, community members and young people
  - Strong oral and written skills including facilitating stakeholder workshops and reference groups
  - Experience delivering activities and services to vulnerable young people including working with and alongside young people to develop community activities to meet an identified need
  - Experience working with volunteers (volunteer management an advantage)
  - Ability/experience working cross culturally including the ability to be non-judgmental and operate in a manner that respects cultural diversity and the principles of confidentiality
  - Experience with record keeping, report writing, data collection and necessary administrative tasks including well developed computer skills.
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- Hold/ability to acquire a Positive Notice Blue Card
  - Hold/ability to acquire a current First Aid Certificate
  - Hold a current Driver's License and use of own vehicle.