POSITION DESCRIPTION

Title: Youth Training & Transitions Officer (GSFW Coordinator)

Program: Increasing Options (Get Set for Work) Program

Hours: 37.5 hours/week (5 days x 7.5 hours)

Term: Fixed Term to the 28th February 2020 (possibility of extension)

Location: Based at the ICYS Head Office (15-17 Thorn Street IPSWICH) and the ICYS Regional Office (ICYS Lowood Youth Hub, Walters Street LOWOOD)

Award: Social, Community, Home Care & Disability Services Award 2010 (QLD TPEO rates)

Level 4 (starting from $35.17/hr + super + leave loading + salary packaging)

Responsible to: ICYS Service Manager

Accountable to: ICYS Service Manager and ICYS Management Committee

About ICYS:
ICYS Ipswich Community Youth Service, a not-for-profit community based organisation and registered charity, has been providing assistance and support to at-risk children, young people, their families and their communities in the Ipswich and surrounding regions since 1983. As a multi-service organisation, ICYS provides a range of support programs and activities to assist and empower young people to make positive choices and decisions for their future.

For over 35 years, ICYS has been providing support and assistance to children and young people in response to individual need including assistance with educational engagement, housing and homelessness, vocational training, employment assistance, 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, Somerset, Lockyer Valley, Scenic Rim and the western suburbs of Brisbane) from our offices in Ipswich and Lowood.

Position Outline:
The Youth Training & Transitions Officer (GSFW Coordinator) is employed to support young people aged 15-19 through the facilitation of ICYS’ Get Set for Work (GSFW) program which is funded under the Queensland Government’s Skilling Queenslanders for Work initiative. Skilling Queenslanders for Work provides skills development, training and job opportunities to unemployed, disengaged and disadvantaged Queenslanders through a suite of targeted skills and training programs. More information about the Queensland Government’s Skilling Queenslanders for Work initiative can be found here: https://desbt.qld.gov.au/training/training-careers/incentives/sqw.
Specifically, Get Set for Work provides holistic support to young people aged 15-19 years to obtain a nationally recognised qualification, combined with wrap-around holistic case management support, integrated learning support measures and foundation skills that will enable them to gain the skills and confidence to enter the workforce, go on to further training or return to school.

ICYS will engage 45 disadvantaged young people who meet the eligibility criteria over three intakes throughout the year (15 participants per intake). The participants will complete a Certificate II in Kitchen Operations with our RTO partner TAFE Queensland (Bundamba Campus) which will provide participants with the knowledge and skills to transition into the hospitality industry.

The ICYS Youth Training & Transitions Officer (GSFW Coordinator) will facilitate the day-to-day operations of the program including client intake, assessment, case management (including referring young people to specialist support services if required), program delivery (non-accredited training), career advice, job preparation skills, data collection, report writing, stakeholder/employer engagement and KPI attainment. This position will be supported by a 2 day per week youth worker and will report directly to the ICYS Service Manager.

The Youth Training & Transitions Officer (GSFW Coordinator) will undertake the following duties:

**Service Delivery:**
- Respond to all referrals in a timely, professional and ethical manner
- Conduct an assessment of referred young people to assess eligibility for the program (against Queensland Government’s Skilling Queenslanders for Work eligibility criteria) including assessment of individual support needs
- Liaise with our RTO partner, TAFE Queensland, regarding enrolment processes, timetabling, data and reporting needs
- Maintain and develop partnerships with local employers to transition participants into work experience and paid employment opportunities
- Support participants, and their families, to ensure engagement and successful outcomes
- Assist participants and their families to resolve social and personal issues and develop skills to support and strengthen engagement
- Develop linkages with services and the broader community to enhance access by participants and their families to support and assistance
- Refer young people within the program to appropriate and responsive services
- Facilitate group activities that assist young people to remain engaged and succeed
- Facilitate employment opportunities for participants.

**Administration/Accountability Requirements:**
- Develop and maintain appropriate records which relate to the operation of the program including client contact forms, case notes, enrolment and other relevant case file documentation
- Complete monthly reports for submission to ICYS and the Department of Employment, Small Business and Training using templates provided
- Maintain accurate organisational records and reports including timesheets, vehicle logbooks and financial documentation.

**Coordination:**
- Facilitate the program within the guidelines of ICYS Ipswich Community Youth Service and the Skilling Queenslanders for Work initiative (Department of Employment, Small Business and Training)
• Ensure that Management and Management Committee is provided with the information required to effectively meet their responsibilities in relation to the Program, including provision of monthly reports and attendance at Management Committee meetings as required/requested
• Keep up to date with issues affecting the target groups and resources available to address these issues
• Assist in the development, implementation and revision of policies and processes to ensure accountable, efficient and responsible service delivery.

Networking:
• Establish and maintain links with key stakeholders
• Advocate on behalf of the target group
• Participate in relevant networks and interagency meetings, conferences and training events where capacity exists and appropriate approvals received.

General:
• Maintain open lines of communication with other ICYS staff, including attending and participating in staff meetings where requested/required
• Attend in-house staff training as requested/required
• Participate in regular contact with the ICYS Service Manager
• Refer complex cases/issues to the ICYS Service Manager
• Maintain attendance at network meetings and events as negotiated
• Collaborate with other ICYS staff on appropriate projects and programs
• Work within all organisational policies and procedures including the ICYS Code of Conduct
• Other duties where necessary as requested/directed by the ICYS Service Manager.

Position Prerequisites:
• Relevant tertiary qualifications and preferably a minimum 3 years’ experience in the Human Services/Community Service/Youth Work field with excellent knowledge of youth related issues
• Knowledge of the VET/training sector and transition pathways for young people to obtain employment. Experience delivering a Skilling Queenslanders for Work /GSFW program will be looked upon favourably
• Demonstrated experience working with young people utilising a case management framework
• Experience supporting and assisting young people with complex needs
• Experience liaising with, and knowledge of, key stakeholders (e.g. education and training providers, employers, community organisations, government agencies)
• Excellent group work and community engagement skills and experience
• Demonstrated experience achieving KPI’s, record keeping, report writing, data collection and necessary administrative tasks including well developed computer skills
• Hold / ability to acquire a Working with Children Blue Card
• Hold / ability to acquire a First Aid Certificate (incl. CPR)
• Hold a current Driver Licence

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<td>Amanda Margerison</td>
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