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## POSITION DESCRIPTION

<b>Title:</b>	<b>Youth Support Coordinator (YSC) – school based</b>
<b>Program:</b>	Youth Support Coordinator Program
<b>Hours and Term:</b>	6 hours/week, fixed term contract to the 16 <sup>th</sup> December 2022 (possible extension re-commencing Term 1 2023 – subject to funding extension)
<b>Location:</b>	Based at Toogoolawah State High School (Somerset Region)
<b>Award:</b>	Social, Community, Home Care & Disability Services Industry Award 2010 (QLD TPEO rates) Level 2.4 Casual (currently \$39.71/hour)
<b>Responsible to:</b>	ICYS Programs Manager and ICYS CEO
<b>Accountable to:</b>	ICYS CEO and ICYS Management Committee

### About ICYS:

ICYS Ipswich Community Youth Service, a not-for-profit community based organisation, 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 38 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, employment assistance, crime prevention & intervention, 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 and within our partner schools.

### Position Outline:

The Youth Support Coordinator (YSC) Program assists education & training providers, communities and families to create an effective framework to support young people to remain engaged in education. The Program supports retention and attainment of young people in grades 10 to 12 (and grades 7 to 9 where required) who are at risk of disengaging or who are newly disengaged from learning, through case management and referral

to relevant services. The role can involve support through individual case management, group work and community project work.

The operational objectives of the YSC program are to:

- Increase the engagement and/or capacity of a student to stay engaged in mainstream education;
- Support the transition of at risk students in grades 10 to 12 into viable training and/or employment;
- Provide at risk students with the skills required to actively participate in education, the community and economy.

There are currently 6 YSC positions within the ICYS YSC Team working in/with four Metropolitan Education Region high schools and one Darling Downs/South West high school. YSC's are expected to work within and alongside schools to meet the needs of their student cohort. Except for the Toogoolawah SHS YSC, YSC's commence and end each day from the ICYS Ipswich Office, and travel to their designated school/s (Toogoolawah SHS YSC commences and ends each day from school). ICYS YSC's continue to support students during school holidays (except for a 4 week break over the Christmas / New Year period). All ICYS YSC's are directly responsible and accountable to the ICYS Programs Manager and ICYS CEO.

Schools benefit from having a Youth Support Coordinator (YSC) based at ICYS due to our strong community links and our 25 years delivering school-based programs. ICYS currently have formal partnerships with 9 State Primary Schools, 5 State High Schools and 1 Special School across the Brisbane, Ipswich, Somerset and Lockyer Valley regions through our Student Welfare Worker / Chaplaincy and Youth Support Coordinator programs.

**The Youth Support Coordinator (YSC) will undertake the following duties:**

***Service Delivery:***

- Attend school on the designated day/s and for the nominated time as advised by the ICYS CEO
- Work alongside the school Principal, Deputy Principals, other school staff and student support teams to meet the needs of students
- Support students at risk of disengaging or who have recently disengaged from learning, to move into and through the Senior Phase of Learning
- Assist students and their families to resolve social and personal issues and develop skills to support and strengthen educational engagement
- Work as part of a multi-disciplinary team to support students at risk to maintain their engagement in education or training
- Develop linkages with the broader community to enhance access by students and their families to support and assistance
- Respond to all referrals in a timely, professional and ethical manner
- Provide an intake and assessment process with referred clients to assess individual support needs
- Provide case management support with young people assessed as disengaged or at risk of disengaging
- Assist education and training providers to identify young people within the target group
- Ensure a coordinated approach to respond to young people within the target group, through the establishment and maintenance of relationships between education and training providers, community organisations and government services
- Refer young people within the target group to appropriate and responsive services
- Disseminate information about community/government support services available to support young people, their families and education and training providers

- Facilitate group work and community projects that assist young people remain engaged in education and/or raise the profile of young people at risk of disengaging from education
- Maintain knowledge of and adhere to the current Department of Education policies relevant to the YSC role (Student Protection Policy, Duty of Care Policy etc.).

**Administration/Accountability Requirements:**

- Develop and maintain appropriate records which relate to the operation of the program including client contact forms, case notes and other relevant case file documentation
- Complete monthly reports for submission to ICYS and Dept. of Education using templates provided
- Maintain accurate organisational records and reports including time sheets, vehicle logbooks, petty cash and debit card reimbursement forms

**Coordination:**

- Facilitate the program within the guidelines of ICYS Ipswich Community Youth Service; the Department of Education; and individual schools
- Ensure that the Management Committee is provided with the information required to effectively meet their responsibilities in relation to the Youth Support Coordinator Program, including provision of monthly reports and attendance at Management committee meetings as required
- 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 Programs Manager
- Refer complex cases/issues to the ICYS Programs Manager
- Uphold regular contact with the Regional Youth Support Coordinator (Dept. of Education employed)
- Maintain attendance at the Network Meetings and events as negotiated
- 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 Programs Manager and ICYS CEO.

**Position Prerequisites:**

- Relevant tertiary qualifications and preferably a minimum 2 years' experience in the Human Services/Community Service/Youth Work field with excellent knowledge of youth related issues. Previous experience working in a school environment will be advantageous.
- Demonstrated experience working with young people utilising a case management framework
- Experience supporting and assisting young people with complex needs

- 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 liaising with, and knowledge of, key stakeholders (e.g. education and training providers, community organisations, government departments) that support at risk students
- Experience with record keeping, report writing, data collection and necessary administrative tasks including well developed computer skills
- Excellent group work and community engagement skills and experience
- Experience working in schools will be an advantage
- 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

<b>Version Control</b>	v.15
<b>Prepared by</b>	Amanda Margerison
<b>Position</b>	CEO
<b>Date</b>	Feb 2022