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www.icys.org.au  

POSITION DESCRIPTION

Title:	Intensive Case Support Worker
Program:	Community Youth Response and Diversion (CYRD)
Hours:	37.5 hours per week (Monday to Friday, primarily 9am – 5pm)
Term:	Fixed term to 30 June 2023 (extension subject to funding renewal)
Location:	Based at ICYS Head Office and/or ICYS Ipswich Youth Hub, IPSWICH (and other ICYS office locations when required/requested)
Award:	Social, Community, Home Care & Disability Services Industry Award 2010, Level 4 (\$39.26 - \$42/hour) plus leave loading and superannuation
Responsible to:	ICYS CYRD Team Leader and ICYS Programs Manager
Accountable to:	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 funded by four Queensland Government departments, 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 39 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 pro-social activities in the Ipswich and surrounding regions. Each year ICYS provides direct services to over 3000 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.

Program Outline:

The Community Youth Response and Diversion (CYRD) program is a Queensland Government funded initiative that aims to provide a culturally appropriate, alternative intervention to police charging and/or remanding young people in custody. The initiative aims to reduce the number of young people being held in watch houses and detention. CYRD initiatives have been rolled out in a number of locations around the state and is targeted at young people aged 10 to 15 (and up to 17) who are at high risk of offending/re-offending and present with multiple complex issues that increase the likelihood of a trajectory of offending, with a focus on those that are disproportionately represented in the Youth Justice system, in particular Aboriginal and Torres Strait Islander young people.

The Ipswich CYRD is place-based and locally driven, and is comprised of four components, of which ICYS are contracted to deliver on three:

1. After hours outreach and diversion service (operating six nights a week);
2. Intensive case management (operating Monday to Friday during business hours);
3. Bridging to Education (operating 2 days/week); and
4. Aboriginal and Torres Strait Islander cultural mentoring (*delivered by Kambu Health*).

In the context of CYRD, the service providing Intensive Case Management is the lead for case coordination and support planning for young people and their families (except where the young person is under a child protection or youth justice order). This position sits alongside other youth-focused programs that support at risk young people, many with high needs and often in crisis. The ability to be empathetic and work within an organisation that supports the empowerment of young people is essential.

Position Outline:

We are seeking an Intensive Case Support Worker to work alongside three other Intensive Case Support Workers as part of the wider ICYS CYRD team. Intensive Case Support Workers work Monday to Friday primarily between the hours of 9am-5pm (with flexibility to meet support needs of young people e.g. earlier commencement to assist with transport to court, school or other). Intensive Case Support Workers will undertake the following duties:

Service Delivery:

- Deliver services in line with the [Community Youth Response and Diversion \(CYRD\) Service Delivery Specifications](#)
- Respond to all referrals in a timely and professional manner.
- Provide initial and ongoing assessment of young people's individual needs that is responsive to age, gender, culture etc. and taking into account an assessment of risk and safety planning as needed.
- Visit young people and families at home, in places they identify as safe and in public spaces.
- Assist young people to achieve their goals by providing individual, practical and well-planned assistance focused on the factors that are contributing most to offending behaviour. This may include but is not limited to:
 - Facilitating the young person's positive connections to family, friends and community;
 - Facilitating the young person's engagement with education, employment and pro-social activities;
 - Providing practical support as determined by the young person's case plan.
- Engage and collaborate with families and other people of significance to the young person and assess support needs, to focus on reducing at-risk behaviour and ensure support is provided in the context of family.
- Collaborate with other service providers to support young people to address identified need and achieve positive outcomes. Make appropriate referrals where required.
- Liaise and collaborate with the Ipswich CYRD Cultural Mentoring service provider to ensure cultural needs of clients are met.
- Convene and participate in case panels with relevant stakeholders to plan, monitor and review case plans at required periodic intervals.
- Liaise with the ICYS CYRD after hours Street Outreach regarding after hours client follow-up where required / appropriate.
- Maintain knowledge of and adhere to the [Youth Justice Act 1992](#) (the Act) and deliver services in line with the Charter of Youth Justice Principles outlined in [Schedule 1](#) of the Act.
- Monitor and interpret other relevant legislation and apply within the context of service delivery.

Administration/Accountability Requirements:

- Develop and maintain appropriate records which relate to the operation of the program including detailed client case notes, case plans and other relevant case file documentation.
- Maintain accurate statistical data, including electronic databases, internal data collection and contribute to reports to management and funding body as required.

- Maintain accurate organisational records and reports including time sheets, vehicle logbooks, petty cash and debit card reimbursement forms.

Networking:

- Establish and maintain links with key stakeholders including Youth Justice case workers, Queensland Police Service, Department of Education, education providers, other government and non-government agencies and other stakeholders as relevant.
- 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 CYRD Team Leader, including supervision.
- Refer complex cases/issues to the CYRD Team Leader and ICYS Programs Manager.
- Collaborate with other ICYS staff on appropriate projects and programs.
- Work within all organisational policies and procedures including the ICYS 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 CYRD Team Leader, ICYS Programs Manager and/or ICYS CEO.

Position Prerequisites:

- Minimum Diploma level qualification in a relevant field. University level qualifications will be highly regarded.
- Minimum 2 years’ experience in the Human Services/Social Work/Community Service/Youth Work/Youth Justice field with excellent knowledge of youth related issues.
- Experience in / knowledge of Youth Justice systems will be advantageous.
- Demonstrated experience working with young people utilising a strengths-based case management framework, including a solid understanding of trauma and trauma-informed practice.
- Experience supporting and assisting young people with complex needs, including the capacity to conduct in-depth psychosocial intakes.
- Demonstrated high level risk assessment and safety planning skills, and ability to adhere to incident reporting protocols.
- Ability/experience working cross culturally and a strong understanding of culturally safe practice. An understanding of Aboriginal and Torres Strait Islander culture is essential.
- Demonstrated knowledge of professional practice principles such as confidentiality and boundaries.
- Demonstrated experience liaising with, and knowledge of, key stakeholders (e.g. Youth Justice, education and training providers, community organisations, government departments)
- Ability to maintain client case notes to a high professional standard, as well as develop and maintain client case plans and other administrative requirements
- 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

Version Control	v.4
Prepared by	Amanda Margerison
Position	CEO
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