

## Position Description

### Community Support Worker – Residential (CMY79)

Contract	Casual
Salary and conditions	SCHADS level 3 plus: <ul style="list-style-type: none"><li>• Superannuation at 9.5%</li><li>• Pay rise of approximately 4% per annum</li></ul>
Award / Certified Agreement	Social, Community, Home care and Disabilities Award 2010 and CMY Enterprise Bargaining Agreement 2015-2018 or any replacement agreement.
Reports To	Team Leader – Youth Support

### About CMY

CMY is a not-for-profit organisation based in Victoria, providing specialist knowledge and support to young people from refugee and migrant backgrounds.

CMY has a strong track record in initiatives that improve outcomes for young people. Each year CMY:

- Works directly with young people through one-on-one support and group programs
- Creates leadership and participation opportunities for young people
- Supports others to work more effectively with young people
- Undertakes research and advocates for young people at local, state and national levels

### Program Area

CMY's **Youth Support team** provides direct assistance to young people and their families in a number of settings including schools, sport and recreation centres and TAFEs. We use a combination of outreach, one-to-one specialist case management and group work to support and empower 'at risk' young people to overcome issues, connect to community and settle well in Australia. We offer them tools, linkages and pathways that support them to overcome a range of barriers as they settle in Australia.

### Position Summary

The Community Support Worker will work with client/s from the Unaccompanied Humanitarian Minor program under the direction and support of the relevant Multicultural Youth Worker and Team Leader. The Community Support Worker will provide home based care and case support for young people with high and complex needs to further their successful settlement to Australia. The young people in this program are housed in properties rented and managed by CMY and the Community Support Worker who provide support outside of school hours including Sleep Over shifts and weekend work, as required.

CMY on-call support will be available at all times to provide support to the Community Support Worker in the event of an emergency or serious incident. The Community Support Worker will be well briefed in safety and Critical Incident policies and procedures.

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## Accountabilities

- Respect the rights and interests of the young people and act as an effective role model.
- Support young people to develop skills and independence to:
  - Develop an appropriate set of rules and expectations of behaviour within the house.
  - Attend school and complete homework.
  - Get involved in sporting, community and cultural activities.
  - Budget for, shop for and cook nutritious meals.
  - Regularly wash clothing and linen.
  - Invite friends and community members to the house.
  - Maintain the house and garden to standard that creates a sense of pride in their surroundings. This includes cleaning, gardening and general tidiness.
  - Maintain personal care and hygiene.
- Practise in a manner that is sensitive to the needs of young people with a refugee background.
- Participate in case meetings and group supervision.
- Support young person's participation in house activities, education, work, counselling or other interests.
- Provide appropriate levels of advocacy in relation to education, health and other services, potential employers and the general community.
- Complete accurate daily reports at the conclusion of each shift.
- Enter accurate and detailed information into the communication book as required.
- Understand and identify indicators of trauma.
- Work in accordance with the goals outlined in clients' Case Management Plans.
- Abide by the policies and procedures of CMY and operate within the Code of Conduct.
- Perform all tasks in line with CMY values of Participation, Diversity and Human Rights.
- Consistent with the strategic directions of CMY carry out all other duties as directed.

## Key Selection Criteria

- Certificate IV in Child, Youth and Family Intervention or a relevant qualification (see appendix 1) and / or relevant experience in the refugee and/or youth sector.
- Ability to engage young people with respect and empathy.
- Demonstrated experience in working cooperatively as part of a team.
- Demonstrated experience and understanding of policies and procedures including risk management, child safety and OH&S.
- Experience of working with young people with a disability.
- An understanding of the issues facing newly arrived refugee young people seeking to live independently without family support.
- A commitment to ensuring the safety of young people and others in the house, and to following organisation policies and procedures, including behaviour management, risk identification and crisis intervention strategies.
- Demonstrated ability to work with young people with complex needs and potentially challenging behaviours and an understanding of the barriers and issues relating to culture and identity in youth.
- Demonstrated knowledge of the principles, practices and interconnectedness of child and youth development.
- Well-developed interpersonal communication skills.

## Additional Information

- CMY takes Child Safety seriously and short listed candidates are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. These include but are not limited to Police Record and Working with Child Checks, and child safety focused referee checks.
- CMY is an Equal Opportunity Employer.
- In the context of Occupational Health and Safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.
- This role will do sleepover work and weekend work.

## Relationship to Performance Development and Review Plan

This position description operates in conjunction with and forms part of the relevant individual Performance Development Review Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

I have read, understood and approve the above position description:

Manager Name .....

Manager Signature ..... Date ..... / ..... / .....

I have read, understood and accept the above position description:

Employee Name .....

Employee Signature ..... Date ..... / ..... / .....