



## YOUTH AND FAMILY SUPPORT WORKER

### 1. Diversity & Inclusion Statement

Project Youth is committed to building a workforce that reflects the diversity of the communities we serve. We strongly encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, people with disabilities, neurodiverse people, LGBTQIA+ people, and people of all ages and genders. We value lived experience and welcome applicants who bring unique perspectives shaped by their own journey.

### 2. Identifying Data:

<b>Position Title:</b>	Youth and Family Support Worker
<b>Contract:</b>	Permanent
<b>Status:</b>	Full Time
<b>Salary range:</b>	SCHADS level 4
<b>Primary Location:</b>	Sutherland Shire and Georges River
<b>Reports to:</b>	Practice Leads

### 3. Principle Function:

In line with Project Youth's strategic plan, the Youth and Family Support Worker is responsible for delivering outcomes that contribute to our purpose: *to prevent youth homelessness, ensure it is brief, and that it does not reoccur.*

The role will:

- Work within Project Youth's Trauma-Informed Practice Framework, ensuring safety, trust, choice, empowerment, collaboration, culture, and peer support guide all decisions and interactions.
- Model and embed Project Youth's values of Courage, Belonging, Creativity, Exceptional, and Compassion in day-to-day work.
- Contribute to an organisational culture that is inclusive, reflective, and centred on young people's voices and lived experience.

The Youth and Family Support Worker will be responsible for providing early intervention and support to young people aged 12–15 years who are at risk of homelessness, and their families.

The position aims to:

- Support young people to remain safely at home, where appropriate, or to access safe alternative accommodation.

- Strengthen family relationships and improve communication to reduce conflict and prevent breakdown.
- Increase connections between young people, their families, and their broader community and support networks.
- Provide support coordination, advocacy, and referrals to relevant services to address underlying issues such as family violence, disengagement from education, mental health, and substance use.
- Promote safety, wellbeing, and resilience of young people through trauma-informed, strengths-based, and culturally responsive practice.

The role is integral to ensuring that young people and their families receive the right support at the right time, reducing the risk of homelessness and supporting stable, positive futures.

#### **4. Skills, Qualities & experience**

All Project Youth staff are required to demonstrate the following:

1. Right to work in Australia – Eligible to work under Australian law, with relevant checks and clearances (e.g., Working with Children Check, National Police Check).
2. Commitment to Trauma-Informed Practice – Ability to work in ways that prioritise safety, trust, choice, empowerment, collaboration, cultural responsiveness, and peer support.
3. Alignment with Project Youth Values – Demonstrated commitment to acting with Courage, Belonging, Creativity, Exceptional, and Compassion.
4. Cultural Awareness and Respect – Ability to work inclusively with people from Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse backgrounds, LGBTQIA+ communities, and people with disability.
5. Collaboration and Teamwork – Willingness to contribute to a supportive and reflective organisational culture, sharing knowledge and working respectfully with colleagues, partners, and young people.
6. Professionalism and Accountability – Commitment to ethical practice, confidentiality, and compliance with all organisational policies and procedures.
7. Continuous Learning – Willingness to engage in supervision, reflective practice, and ongoing professional development.
8. Commitment to equity, diversity, inclusion, and accountability – Demonstrated ability to work respectfully and inclusively with people from all backgrounds, upholding the principles of fair access, cultural safety, and social justice.

For this position you are expected to demonstrate the following:

1. Experience in support coordination or direct support with young people at risk of homelessness, in housing, homelessness, or related services.
2. Ability to engage respectfully with young people and families experiencing complex needs (e.g., trauma, family breakdown, mental health, AOD).
3. Strong communication and advocacy skills, including the ability to amplify young people and parent voices in safe and respectful ways.
4. Resilience and Self-Care – Ability to reflect on your experiences, use supervision, and engage in self-care strategies to sustain your role.

## **5. Key Responsibilities**

### **5.1 Working with young people who are homeless**

- Provide trauma informed support coordination that includes assessment, goal setting, planning, monitoring, and advocacy.
- Facilitate referrals to health, education, employment, legal, and community services.
- Respond to young people in crisis with calm, trauma-informed interventions.

### **5.2 Teamwork, Administration, and Accountability**

- Contribute to a positive, safe, and inclusive work culture.
- Work collaboratively with team members, ensuring open communication, co-design, and accountability.
- Attend and participate in staff meetings, team meetings, and supervision as required.
- Accurately record support notes, data, and information in accordance with policies and procedures.
- Contribute to quarterly and annual reports, quality assurance processes, and continuous improvement initiatives.
- Comply with Project Youth's policies, procedures, and values.

### **5.4 Occupational Health and Safety**

- Perform duties in line with workplace health and safety legislation, policies, and procedures.
- Participate in risk identification, management, and control programs.
- Report any hazards, incidents, or safety issues immediately.
- Attend training as required to maintain a safe workplace.

### **5.5 Organisational Contribution**

- Support Project Youth events, some of which may be outside standard work hours.
- Act as an ambassador for Project Youth, ensuring the organisation's reputation and vision are upheld.
- Participate in organisational activities such as staff away days, reflective practice, and cross-team projects.
- Undertake other duties, consistent with your role and skills, as requested by a Practice Lead, Operations Manager or the CEO.

## **6. Additional Conditions:**

- Probation: All positions at Project Youth are subject to a 6-month probation period.
- Child-Related Position: Employment is conditional upon satisfactory completion of a Working with Children Check and National Police Check in line with legislation.
- Funding: Ongoing employment is subject to continuity of funding.
- Confidentiality: Staff must adhere to the Project Youth Code of Conduct, Confidentiality Policy, and Child Protection Policy at all times.