



1. Identifying Data

Position Title: Crisis Accommodation Youth Support Worker
Status: Permanent Full time
Location: Crisis Refuge - Sutherland
Reports to: Practice Lead- Crisis Accommodation

2. Principle Function:

To provide safe, consistent, and trauma-informed support to young people aged 16–24 so that their experience of homeless is brief. This role focuses on creating a collaborative relationship with both young people, their significant relationships, and external services in order to establish a supportive environment where young people can build the practical and emotional skills needed for greater independence.

3. Academic Qualifications and Licences

- Qualifications in Youth Work, Community Services, Social Sciences or other relevant disciplines.
- Drivers Licence and own vehicle.
- Working with Children's Check and National Police check clearance.
- Current First Aid Certificate.

4. Selection Criteria

- Experience working with young people with diverse backgrounds, identities, and lived experience of trauma or disadvantage, particularly in a residential setting.
- Deep understanding and application of trauma-informed and person-centred practice.
- Proven ability to manage referrals and conduct trauma-informed assessments that respond to each young person's unique needs and circumstances.
- Skills in goal planning, case noting, and outcomes-focused practice.
- Strong interpersonal and communication skills, with an ability to build trust and boundaries.
- Experience facilitating life skills or wellbeing programs that build independence and social connection.
- Commitment to upholding legal and ethical responsibilities, including mandatory reporting, duty of care, and confidentiality, to ensure the safety and wellbeing of young people.
- Excellent verbal and written communication skills, with confidence using digital tools and systems for effective documentation and communication.
- Ability to work autonomously and collaboratively as part of a multidisciplinary team.
- Sound time management, organisational, and problem-solving skills.
- Commitment to equity, inclusion, and continuous improvement.
- Understanding of WHS requirements.

5. Hours of Work

38 hours per week, on a rotating roster including overnight and weekend shifts.

Sleepover shifts are "inactive shifts", meaning staff will sleep on site.

Majority of shifts will be "lone worker shifts", meaning only one staff member will be on site.

6. Salary

SCHADS Level 4, year dependant on experience

7. Additional Conditions

Project Youth is committed to ensuring that the working environment is one free from discrimination and harassment as required under Australian law. Staff are required to treat one another with dignity, courtesy and respect.

Project Youth is a Child Safe Organisation and is fully committed to ensuring the safety and wellbeing of all children and young people we support. All applicants will be screened and considered in line with the Child Safe Standards throughout the recruitment process, including interviews, reference checks, and a probation period. Successful applicants must also provide a valid National Police Check and Working with Children Check in accordance with the Children and Young Persons (Care and Protection) Act 1998 before commencing employment.

8. Key Responsibilities:

8.1 Support and Engagement of Young People.

Duties

- Build positive, safe, and professional relationships with young people residing in the refuge.
- Facilitate a stable and respectful shared living environment.
- Promote safety and wellbeing, responding appropriately to incidents or crises.
- Encourage young people's participation in education, employment, and community activities.
- Support young people to plan and transition into sustainable housing.

8.2 Program and Service Delivery.

Duties

- Deliver consistent, quality support in line with Trauma-Informed practice.
- Provide information, advice and guidance to those contacting Project Youth seeking support.
- Conduct trauma-informed assessments and develop individual support plans in partnership with each young person.
- Provide guidance and education in independent living skills, such as meeting basic needs, self-reflection and wellbeing, interpersonal skills and boundaries, and tenancy skills.
- Advocate for and support young people in navigating systems in order to access other support services.
- Collaborate with internal and external stakeholders (significant relationships and/or other support services) to strengthen wraparound support.
- Participate in intake, referrals, and assessment processes as required
- Embody Project Youth's organisational values with all interactions with young people, families, colleagues, and external services.

8.3 Administration and Accountability.

Duties

- Maintain accurate support notes, incident reports, and data in accordance with organisational and contractual requirements.
- Uphold all WHS, child safety, and confidentiality standards.
- Work within Project Youths policies, procedures, and frameworks.
- Demonstrated understanding of legal obligations, such as mandatory reporting, and the ability to apply them appropriately in practice.
- Commitment to professional development through internal and external training.

8.4 Teamwork and Collaboration.

Duties

- Contribute to a positive, reflective, and learning-oriented team culture.
- Attend and contribute to team meetings, staff meetings, and strategic planning sessions.
- Participate in defusing, debriefing and trauma-informed monthly supervision, both in an individual and group setting.
- Support continuous improvement and share practice insights across the team.
- Contribute to team resilience when working with young people who have experienced or are experiencing complex trauma.

8.5 Other.

Duties

- Other duties as required.