

**POSITION DESCRIPTION – Youth Worker - Reconnect****Part 1 – Expectations for Your Role**

Position	Youth Worker - Reconnect
Service / Program	Mental Health and Alcohol – Other Drugs
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 3
Reports to	Service Manager Port Macquarie
Effective Date	September 2025

Key Deliverables

- Facilitate intake and assessment to identify eligibility and need.
- Develop and monitor an individual plan that identifies mutually agreed outcomes, responsibilities & time frames for completion, development opportunities, learning goals, personal goals & career aspirations.
- Provide flexible, timely and individualised short term and long-term case co-ordination and monitoring.
- Utilise a range of appropriate early intervention strategies (eg individual and group, self-esteem, behavioural, motivational activities) to address identified issues.
- Develop and implement innovative strategies for working with young people at risk of homelessness, both individually and within the context of their families
- Provide ongoing support through regular contact with the young person.
- Develop and offer proactive youth-focused activities of interest (e.g. sporting, art-based, career based)
- Provide culturally appropriate and sensitive service to people from ATSI and CALD backgrounds.

Skills

- Well-developed counselling, mediation, assessment, and case management skills
- Demonstrated computer literacy in Windows, Word, Email and Excel
- Highly developed conceptual, organisational, and analytical skills
- Well-developed interpersonal and negotiation skills
- Ability to communicate effectively orally and in writing
- Ability to work independently but also as a part of a team

Experience and Knowledge

- Experience and a passion for working with the marginalised and vulnerable, young people with complex issues
- Experience in working with Indigenous communities
- An understanding of transition issues affecting young people
- Experience in engaging schools, education, and employment service providers
- Demonstrated experience in working with young people and understanding of adolescent development



- Knowledge of the services, networks and referral pathways that are needed by and are available to young people

Qualification/Registrations/Licences

- Certificate IV Youth Work degree/qualifications highly desirable relevant to working with young people and families

Physical Requirements

- Ability to sit for extended periods and use office equipment.
- Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- Ability to travel locally to Each locations and various locations in the community.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all. These considerations extend to all of our customers inclusive of priority populations.



Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.