



Position Title:	Youth Engagement Officer
Supervisor:	Senior Youth Engagement Officer
Program/Funding	Youth Social Support Program
Classification:	Health Professionals and Community Services Grade 2
Salary Range:	HPCS 2.1 – 2.4 Base Salary: \$64,356 - \$69,260 Total Salary: \$71,769 - \$77,238 (Note: Total salary includes leave loading and superannuation)
Location:	Darwin
Date Created:	November 2019

### **SUMMARY OF POSITION:**

The Danila Dilba Youth Social Support Program (YSSP) seeks to provide a range of programs and activities, skills and tools to Aboriginal and Torres Strait Islander youth in order to assist and address the issues that impact on their emotional and social situations.

The position will provide high quality youth work including but not limited to support and advocacy, case management, outreach services and program/community development.

### **OVERVIEW OF DANILA DILBA HEALTH SERVICE (DDHS) AND THE WORK ENVIRONMENT**

#### **Background**

Established in 1991, Danila Dilba Health Service (DDHS) is a community-controlled organisation providing comprehensive primary health care services to Biluru communities in the Yilli Rreung Region of the Northern Territory.

The mission of DDHS is to improve the physical, mental, spiritual, cultural and social wellbeing of its clients through innovative comprehensive primary health care programs that are based on the principles of equity, access, empowerment, community self-determination and inter-sectoral collaboration.

### **PRIMARY RESPONSIBILITIES**

#### **Strategic Imperatives**

- Awareness and understanding of DDHS strategic plan.
- Contribute to the development and implementation of strategies designed to meet organisational objectives.

#### **Youth services and program/community development**

- Youth services and program/community development
- Plan, develop and implement programs and activities that are culturally safe and responsive to the needs of Aboriginal and Torres Strait Islander youth and the community.
- Participate in maintaining standards that will ensure the highest qualities of practice.
- Participate in relevant policy development, project work and service evaluation.
- Provide outreach work and be willing to work hours that maximize Indigenous youth access to programs and activities.
- Advocate on clients behalf and make appropriate referrals to other agencies.
- Attend and participate in individual and group supervision and other staff meetings.
- Work in partnerships with appropriate counselling and/or psychological services.
- Establish links and develop relationships with youth sector agencies to complement and enhance programs and activities.
- Effectively engage with Indigenous young people to build positive relationships.

- Plan, manage and review case work.

### **Human Resource Management**

- Participate in cross-cultural education as well as assist and participate in staff induction and orientation.
- Participate in work partnership agreements.
- Participate in relevant training and professional development activities to further enhance skills and knowledge required for the position.

### **Communication and Teamwork**

- Maintain a positive work environment along with harmonious and cooperative relationships with fellow employees, management and clients.
- Ensure all interactions with clients and staff show appropriate responses to their needs and demonstrate the application of DDHS' code of conduct.
- Contribute to the efficient and effective functioning of the workplace in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours and providing assistance to team members as required.
- Be responsible to maintaining your own professional work ethics and participate in staff meetings in a constructive manner.

### **Safe Practice and Environment**

- Conduct all activities in a manner consistent with DDHS Work, Health and Safety policy and procedures.
- Proactively address WH&S hazards, incidents and injuries.
- Regularly monitor and review practices and the work environment to ensure a healthy and safe workplace in accordance with DDHS policies and procedures and legislative requirements.
- Comply with established DDHS clinical standards, policies and protocols including (but not limited to); cold chain management; infection control; and DD Medicines Guidelines.

### **Quality**

- Actively participate in DDHS' Continuous Quality Improvement (CQI) processes to ensure improved quality and service delivery outcomes
- Implement and follow the DDHS incident and complaint investigation policies to ensure feedback drives service delivery improvements.

### **Information Management**

- Comply with DDHS Privacy and Confidentiality of Health Information Policy.
- Ensure all documentation, records management and the health information system database are maintained and completed in accordance with established standards, policies and protocols to ensure continuity of care.

### **Organisational Responsibilities**

- Adhere to all organisational policies, procedures, standards and practices e.g. Work Partnership Agreement; information and records management; confidentiality
- Act only in ways that advance DDHS objectives, values and reputation and with honesty, integrity and good faith
- Other duties as required, consistent with skills and experience, as directed by the Supervisor.

**SELECTION CRITERIA:****Essential:**

1. Demonstrated awareness of and sensitivity to Aboriginal culture and history and a working knowledge of issues impacting on Aboriginal children and families, in particular those who have come into contact with the youth justice and child protection systems;
2. Demonstrated recent experience working with Aboriginal and Torres Strait Islander young people to improve social and emotional health outcomes;
3. Demonstrated experience in case management
4. Knowledge of trauma-informed approaches/practices/knowledge and/or willingness to do training in that specific area.
5. Proficiency in and commitment to the use of electronic information systems for the maintenance of clinical and service delivery records.
6. Experience in the development and implementation of community programs
7. Relevant formal qualifications in youth work, community development or other related area.

**Desirable:**

1. Demonstrated knowledge of current issues, standards and trends in the delivery of mental health and social and emotional wellbeing services to Aboriginal people;
2. Experience in working with Aboriginal and Torres Strait Islander youth and local knowledge of the Darwin/Palmerston/NT Aboriginal and Torres Strait Islander community.

**Appointment Factors:** (Appointment is subject to)

1. Willing to undergo a Police Check;
2. Ability to obtain a Working with Children Clearance (Ochre Card);
3. Current driver's licence;
4. Current First Aid and/or CPR Certificate or the preparedness to gain one

**Approved:****Rodger Williams****Head of Operations**

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Created / Reviewed by:	Approved	Changes
Team Leader Community Programs April 2021	Head of Operations April 2021	Changes to Essential and Desirable criteria.