



POSITION DESCRIPTION

Title:	Youth Family Mediation Worker
Business Unit:	Youth Support and Homelessness
Location:	Horsham
Employment Type:	Full Time Ongoing (1.0 EFT)
Reports to:	Program Leader of Youth Support

ABOUT UNITING

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the services and advocacy arm of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, sexual orientation and gender identity. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

POSITION PURPOSE

This position will provide support to young people aged 12-25 years, and their families, in conflict by providing mediation, particularly for those young people who are homeless or at risk of homelessness in the Wimmera to prevent family breakdown and entry into the Child Protection and out of home care systems.

SCOPE

Budget: *nil*

People: *nil*

Approval: (position [see delegations of authority policy])	Page 1 of 4	Position Description: Youth Family Mediation Worker
Date Approved: 11/09/2017		Next Review Date: 11/09/2018

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Relationships:

Internal:

- Members of the Youth and Homelessness Support team, Program Leader of Youth Support, and Manager of Youth Support and Homelessness.

External:

- Department of Health and Human Services.

KEY RESPONSIBILITY AREAS

Culture

- Model a positive culture in all interactions with staff, colleagues, clients, and all external stakeholders.
- Apply a solution focused approach to problem solving, work collegiately with peers, while at all times upholding the values and mission of the Agency.

Service delivery

- Will work under the general direction of the Program Leader of Youth Support in the application of procedures, methods and guidelines which are well established
- Undertake responsibilities and provide services using a Best Interest Framework to ensure the best outcomes for clients of the Finding Solutions and Family Mediation programs.
- Apply problem solving using knowledge, judgment and work organisational skills acquired through qualifications and or previous work experience. Employees may receive instructions on the broader aspects of work.
- Exercise initiative in the application of established work procedures and establish goals/ objectives and outcomes for own work program or project.
- Participate in relevant service networks and work in partnership with other agencies and funding bodies to continually improve and develop quality services.
- Actively participate in collaborative community education strategies to enhance community understanding of the Finding Solutions and Family Mediation Programs.
- Collaborate and liaise with team members to ensure best outcomes for recipients of the Finding Solutions and Family Mediation Programs.
- Integrate the needs of recipients of the Finding Solutions and Family Mediation Programs into other services provided by Uniting Wimmera.
- Conduct mediation sessions with families and young people in order to clarify conflict issues and enable families and young people to resolve them and refer families on to other services and agencies when appropriate.
- Respond to received referrals within two working days (48 hours) or earlier if possible as set out in the funding guidelines for the Finding Solutions Program.
- Work towards targets as set out in the funding guidelines.
- Maintain timeframes as per the funding guidelines/procedures with weekly to fortnightly sessions.
- Use outcome stars at the commencement and completion of client work as an evaluation tool and a visual aid for clients to see their progress throughout the program.
- Participate in shared support plan meetings as required to ensure the best outcomes for the client.
- Work across other Youth Programs as required.
- Undertake other duties and functions as directed by Program Leader or Manager of Youth Support and Homelessness, commensurate with current level of skills and classification.

People

- Cultivate proactive team spirit by supporting regular and systematic meetings and joint planning exercises.

Approval: (position [see delegations of authority policy])	Page 2 of 4	Position Description: Youth Family Mediation Worker
Date Approved: 11/09/2017		Next Review Date: 11/09/2018
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- Actively manage the safe working practices in the team and as far as you are able, protect your own and others' health and safety.
- Support the Manager to implement best practice performance management and support strategies for employees that enable clearly defined goals and development opportunities for staff or volunteers.
- Fully participate in the development of agency-wide policies and projects as required.

Reporting

- Develop, control and administer the client record system, ensuring clients have records and care plans that are up to date and meet quality standards, statutory, organisational and funding body requirements.
- Complete requests for statistical and other information in a timely and accurate manner.
- Provide assistance for grant applications including basic research or data collection.
- Develop and maintain databases to record current, new and closed clients as well as track yearly targets.

Quality and risk

- Apply knowledge in establishing procedures where there are no defined established practices.
- Identify and adapt best practice benchmarking indicators to the delivery of services.
- Foster and promote a continuous learning environment that responds to the needs of services.
- Identify and assist in the solution to any communication and workflow problems observed by suggesting improvements and enhancements to existing systems and processes in accordance with Uniting Wimmera procedures.
- Identify and participate in personal development that ensures the continuing high delivery of services.
- Actively participate in regular supervision and annual performance plan reviews.
- Assist with the development and implementation of Uniting Wimmera policies and procedures and continue to evaluate to direct high level service delivery.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees, founding agency employees and external stakeholders in accordance with Uniting's values and professional standards of behavior...
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to General Manager People and Culture.
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

PERSON SPECIFICATION

Qualifications

- Tertiary qualifications and / or substantial years of relevant experience in a human services, welfare or social services role.

Approval: (position [see delegations of authority policy])	Page 3 of 4	Position Description: Youth Family Mediation Worker
Date Approved: 11/09/2017		Next Review Date: 11/09/2018
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Experience

- Sound discipline knowledge, including the underlying principles of youth support and mediation, gained through experience, education and / or training.
- Knowledge of the statutory requirements related to Youth Family Reconciliation programs.
- Proven experience working with vulnerable young people.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values.
- **Statutory knowledge:** An understanding of the relevant legislation and current policy relating to the care of children and families.
- **Other key success factors:**
 - Competent computer skills.
 - Excellent oral and written communications skills, including experience in the preparation of case noting, reporting and client records.
 - Excellent communication skills and interpersonal skills, demonstrated through examples of working successfully to gain the co-operation of colleagues and clients.
 - Sound judgment and problem-solving skills to contribute to the planning and development of the service.
 - Demonstrated commitment to professional development, employee orientation and training.
 - An understanding of and commitment to the programs of Uniting Wimmera.
- **Certificates, licenses and registrations:** current eligible motor vehicle licence to drive in Australia; current National Police Record Check; and Working with Children Check.

This position description is subject to review and may change in accordance with Uniting’s operational, service and customer requirements.

Employee Name:		Manager Name:	
Date:		Title:	
Signature:		Date:	

As a 'child safe' organisation. employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.