

**Better Futures Youth Worker
Position Description
January 2026**

Title:	Better Futures Youth Worker
Classification:	Level 3 Pay Point 4 (According to award)
Salary:	<p>\$81,905.20 (\$41.45 per hour) pro rata plus superannuation of 12% per annum for a full-time position</p> <p>Staff also have the ability to access “tax free” benefits of \$30,000 grossed-up per annum. Djerriwarrh receives concessional fringe benefit tax treatment due to its current Public Benevolent Institution (PBI) status, and can therefore pass on these benefits to staff according to current tax legislation. This benefit is only available to staff while Djerriwarrh retains its PBI status.</p>
Status:	Full-time or part-time
Award:	Social, Community, Home Care and Disability Services Industry Award

ORGANISATIONAL CONTEXT

Djerriwarrh Community & Education Services (Djerriwarrh) is a highly regarded not for profit charitable organisation which has been delivering high quality education, training, employment and youth programs in the western suburbs of Melbourne since 1989. Djerriwarrh’s Mission Statement is ‘empowering individuals and local communities to learn, connect and grow’. Djerriwarrh works in partnership with the community, other community-based organisations, participants/clients and local, state and federal governments.

Education and training services including:

- Adult Community & Further Education (Learn Local provider)
- Vocational Education and Training (VET)
- Government (State and Federal) contracted training (Skills First)
- Skills for Education and Employment (SEE) and the Adult Migrant English Program (AMEP) trading as Learning for Employment
- Literacy and Numeracy services
- Djerriwarrh Community College
- Djerriwarrh Neighbourhood House
- Melton Suburban University Study Hub

Youth services including:

- School Focused Youth Services
- TAC L2P Learner Driver Program
- Better Futures
- Reconnect
- Homework Club

Employment services including:

- Parent Pathways

DJERRIWARRH'S VALUES

Caring – we provide a safe and welcoming environment for all.

Respectful – we treat all people fairly and equally.

Inclusive – we are welcoming and put people first.

Adaptable – we respond to individual and community needs in a creative and flexible way.

Accountable – we take responsibility for our decisions and follow through on our commitments.

Djerriwarrh is committed to quality, innovation and promoting a culture of continuous improvement in its governance, management and service delivery.

Djerriwarrh is committed to child safety and all staff, volunteers and board members have a responsibility to prevent child abuse and respond appropriately to allegations.

All Djerriwarrh employees have a shared responsibility to identify and manage risks particularly those associated with children and young people attending the workplace.

Djerriwarrh is committed to providing a safe and inclusive environment for all children and young people from all cultures including from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds, gender and sexually diverse people and people with a disability.

DJERRIWARRH'S QUALITY MANAGEMENT SYSTEM (QMS)

All staff contribute to Djerriwarrh's Quality Management System (QMS), which is aligned with ISO 9001:2015 and supports the delivery of high-quality services across all programs. Each employee is responsible for understanding and fulfilling their role in maintaining and improving quality standards, complying with relevant policies and procedures, and actively participating in continuous improvement initiatives. This shared responsibility ensures that the QMS remains effective, responsive, and aligned with the organisation's strategic goals.

POSITION OBJECTIVES

Better Futures is a program designed to provide flexible and tailored support to young people as they transition from out-of-home care to independence. The aim of Better Futures is to engage earlier with care leavers, supporting them to have an active voice in their transition planning. A Better Futures Youth Worker provides secondary consultation to the care team, lending expertise to the transition planning process and providing individualised supports both in-care and post-care across a range of life areas including housing, health and wellbeing, education, employment, and community connections.

Home Stretch is delivered via the Better Futures program. Better Futures workers proactively engage with young people and support them as they transition from out-of-home care up to 21 years of age. Better Futures workers will provide flexible, tailored support to young people on the Home Stretch program to support their goals for independence.

PROGRAM SPECIFIC DUTIES & RESPONSIBILITIES

- Work within the Better Futures/Home Stretch contract of service delivery and applicable funding arrangements and offer appropriate levels of client service delivery.
- Be compliant with the reporting requirements and funding contract guidelines for service delivery.
- Participate in CRISSP reviews.
- Follow Djerriwarrh's program policies and procedures to advance quality management.
- Communicate problems impacting on the performance of the service site to the Manager in an effective and timely manner.
- Participate in the planning and review of services.
- Participate in staff meetings, policy and organisational development activities.
- Provide services to young people as per the program guidelines and assist in the transition planning process towards independent living.

- Conduct an assessment of the young person; this can be to confirm eligibility, determine level of support needed, identify aspirations and goals, and identify risk factors.
- In conjunction with the young person, identify their goals using the Better Futures and Advantage Thinking framework, which is regularly reviewed.
- Provide tailored assistance to the young person, which may include mentoring, motivation, advocacy, career guidance and skills development.
- Provide health and wellbeing support by referring the young person to relevant support services, as required and appropriate.
- Assess, monitor and report against program brokerage requests and servicing hours. Ensure that targets and outcomes are achieved, and contractual compliance is met.
- Ensure services are customer driven and practices are culturally appropriate.
- Develop and maintain relationships with young people.
- Develop and maintain strong working relationships with key stakeholders and relevant service providers to establish and facilitate community and cultural connections for young people.
- Ensure relevant information systems and confidential records are maintained within the required timeframe.
- Ensure that all administrative tasks are completed within the required timeframe.
- Partake in DFFH reviews as needed and undertake necessary Out of Home Care (OoHC) documentation requirements.
- Complete other duties as required by the Manager and consistent with this award classification.

CONDITIONS OF EMPLOYMENT

The Better Futures Youth Worker is a full-time or part-time position.

Remuneration falls under the Social, Community, Home Care and Disability Services Industry Award. Salary is \$81,905.20 (\$41.45 per hour) pro rata plus superannuation. This position may access “tax free” benefits of \$30,000 grossed-up per annum. Djerriwarrh receives concessional fringe benefit tax treatment due to its current Public Benevolent Institution (PBI) status, and can therefore pass on these benefits to staff according to current tax legislation. This benefit is only available to staff while Djerriwarrh retains the PBI status.

The starting salary is dependent on relevant qualifications and experience. A probation period of 6 months applies to this position.

Confirmation of employment

Confirmation of employment with Djerriwarrh is subject to the provision of:

- Satisfactory outcome of Nationally Coordinated Criminal History Check (NCCHC) and Working with Children Check. A Working with Children Check is the responsibility of the employee.
- A valid Australian visa with work rights (if applicable).

Workplace Health and Safety (WHS)

All employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety.

All employees are responsible for their own safety and that of fellow employees. All employees must:

- Report unsafe or unhealthy work practices to WHS representatives, coordinators and/or managers.
- Comply with WHS policies and procedures and to follow directions given by coordinators, managers or any WHS and Emergency Response Team representatives in relation to safe work practices.

- Comply with all current government and health expert advice, and requirements.

Site flexibility

Staff may be required to work at any of the Djerriwarrh sites including outreach sites. Djerriwarrh's head office is based in Melton with other sites in Sunshine and Ballarat.

Drivers licence

A current driver's licence is required.

Pre-existing injury

The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be adversely affected by employment in this position. This will assist Djerriwarrh in providing a safe work environment for new staff.

KEY SELECTION CRITERIA

Mandatory:

- KSC 1: Excellent written and oral communication skills.
- KSC 2: Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- KSC 3: Demonstrate knowledge and understanding of key issues relating to Trauma and Attachment theory and Child Safe Standards.
- KSC 4: A thorough background in and understanding of, or a demonstrated ability to quickly acquire such knowledge in one or more of the following areas:
 - Child Youth and Family – Residential Care
 - Child Youth and Family – Home Based Care
 - Community and social welfare programs
 - Education and learning, including vocational education
 - Homelessness
- KSC 5: Experience in undertaking a Case Worker role including capacity to build, engage and maintain community partnerships.
- KSC 6: Experience in working with a diverse team of staff as well as the ability to work independently and autonomously.
- KSC 7: Experience in building positive relationships and communicating effectively with internal and external stakeholders with diverse backgrounds and abilities.
- KSC 8: Experience and dedication to work alongside young people who have suffered trauma and have potential to disengage from primary and secondary services to reach their full potential.

QUALIFICATIONS/SPECIAL REQUIREMENTS

- Minimum Certificate IV in Community & Welfare studies or Diploma or Degree in Youth Work and/or Social work is required
- Minimum 2 years' experience working with young people that reside in Out of Home Care (Residential Care)
- Experience working with Microsoft Office programs, Excel and Word is essential
- Experience using data management systems (CRISSP is desirable)

REPORTS TO

Pathways Manager, Lead organisation representatives and Better Futures Team Leader.

SUPERVISES

No direct reports

IMPORTANT NOTES:

- Djerriwarrh actively encourages applications from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds, gender and sexually diverse people and people with a disability.
- Services comply with the provision of relevant Commonwealth, State or local government legislation, which has direct or indirect implications for the service.
- Services are conducted free from any sexual harassment and any unlawful discrimination which contravenes the:
 - *Racial Discrimination Act 1975*
 - *Sex Discrimination Act 1984*
 - *Disability Discrimination Act 1992*
 - *Disability Act 2006*
 - *Equal Opportunity Act 2010*
 - *Charter of Human Rights and Responsibilities Act 2006*
- Services are conducted in compliance with relevant sections of the:
 - *Privacy Act 1988*
 - *Freedom of Information Act 1982*
- Djerriwarrh is a child safe organisation and complies with:
 - *Child Wellbeing and Safety Act 2005*
 - *Worker Screening Act 2020*
- Djerriwarrh acknowledges and respects the privacy of individuals and handles personal information in compliance with Information Privacy Principles (Victoria) and the National Privacy Principles. Your personal information will be destroyed when no longer required.
- Djerriwarrh has in place an information security management system. All staff are required to comply with the relevant policies and procedures to protect the integrity and security of any information created or collected for the purposes of delivering our services and programs.

Declaration

My position description has been explained in detail and I understand and accept the accountabilities and authority as outlined.

Employee	Name:	Signature:	___/___/___
Manager	Name:	Signature:	___/___/___