

# POSITION DESCRIPTION



## Senior Practitioner

### Complex Needs Youth Response

#### About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

#### Our Vision

Building a Just Society

#### Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

#### Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

#### Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

#### Position details

POSITION TITLE:	Senior Practitioner
PROGRAM:	Complex Needs Youth Response Program (12 month pilot program)
LOCATION:	Sunshine / Reservoir
REPORTING RELATIONSHIPS:	This position reports directly to Manager, Housing Programs This position doesn't have any direct reports
EFFECTIVE DATE:	July 2025

## Position Purpose

- To demonstrate a positive model of engagement with young people in CNYR which incorporates assertive outreach and after-hours support.
- To assist in the identification of barriers to service engagement for young people with multiple and complex needs.
- To support the collection of data to evidence the impacts of the CNYR pilot program.

## Program Purpose

The Complex Needs Youth Response (CNYR) is a 12-month pilot program providing individually tailored support to young people aged 16 – 21 residing in Northwest Metro Melbourne, who face multiple barriers to accessing the mainstream service system due to their combination of complex presenting needs (mental illness, psychological distress, cognitive impairment, neurodiversity, substance use, and trauma) and require individually tailored intensive support to successfully engage with services.

The pilot aims to demonstrate an effective approach to engaging with and providing support to the target cohort, as well as to influence services and systems to better meet their needs.

## Duties of the position

- To assess and respond to referrals to the CNYR from DFFH Complex Needs Coordinators.
- To coordinate the provision of assertive outreach support to young people in accordance with their individual plan.
- Identify barriers to accessing appropriate services, documenting and proactively addressing these barriers.
- To work in collaboration with relevant professional stakeholders including DFFH, mainstream services, and the targeted and specialist service systems, to ensure consistency and professionalism in service delivery.
- To attend liaison meetings and care team meetings and advocate for the young person's needs.
- To maintain appropriate files, records and data to facilitate monitoring, evaluation and reporting.
- To communicate effectively between stakeholders to support understanding of program impact, strengths, limitations and learnings.
- Please note this position is required to provide some after-hours support. Working hours will be 10am – 6pm, Wednesday – Saturday.

## Key Selection Criteria

1. Tertiary qualification/s and/or relevant experience in field.
2. Significant experience engaging and working effectively with young people who present with a range of complex needs, a demonstrable knowledge of applicable frameworks, and experience in delivering developmentally appropriate interventions and service responses.
3. Knowledge and understanding of cultural safety and appropriate cultural supports required particularly for Aboriginal and Torres Strait Islander young people or people from Culturally and Linguistically Diverse backgrounds.

4. Significant experience of undertaking and applying planned and dynamic risk assessments to ensure safety of self and others at all times.
5. Sound data management, analysis and report writing skills.
6. Excellent interpersonal, communication and stakeholder engagement skills.

## **Key Performance Indicators**

- High quality, strengths-based and trauma informed interventions delivered to young people
- Program documentation and data reporting requirements are completed in a timely manner
- Sound professional relationships are developed with funding bodies and service sector stakeholders
- Evidence base grown to support reporting program and participant outcomes to DFFH

## **Key responsibilities of Jesuit Social Services Employees**

### **Service delivery/ Practice Framework**

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

### **Teamwork and supervision**

- Ability to work independently and to engage effectively with colleagues and program leadership.
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

### **Continuous Improvement and Professional Standards**

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

### **Diversity, inclusion and culture**

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

## **Mandatory Position Requirements**

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Driver's License
- Proof of eligibility to work in Australia

## **Safeguarding Children and Young People**

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

## **Conditions of Employment**

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

## **Employee Acknowledgement**

I, \_\_\_\_\_ (please print name) acknowledge that I have read and understood the contents of this position description.

**Employee Signature:**

\_\_\_\_\_

**Date:** \_\_\_\_\_

**Position Description Approved by:**

Leanne Acreman, General Manager Housing  
and Complex Needs

**Position Description Review Date:**

July 2027