



Application Information Kit Youth Services

About OCTEC

OCTEC is a successful community business providing employment, education, training and advocacy services to the Central West, Western NSW and Sydney.

OCTEC has more than 30 years of experience and has delivery sites in Bathurst, Condobolin, Cowra, Forbes, Lithgow, Mudgee, Orange, Parkes, West Wyalong and Young. We employ more than 60 staff to deliver our range of services. These include Employment and Industry Services (Disability Employment Services and Q.temp labour hire services), Nationally Accredited Industry Training, Traineeship Services, Special Industry Services (Aged Care and Acute Care Training), Occupational Health and Safety Services, Information Technology Services and Youth Services.

Our services are made available to all clients (and potential clients) regardless of race, gender, age, marital status, physical or intellectual impairment, or sexual orientation. OCTEC complies with relevant anti-discrimination and treats every client fairly and without discrimination. OCTEC staff are made aware of their access and equity responsibilities and of the importance of flexibility in delivery to cater for people with differing needs.

About Youth Services

OCTEC's Youth Services are delivered under three main programs – Youth Connections, the Shed Ed Links to Learning project, and Aspire NSW.

Youth Connections supports young people aged 11 to 19 years to attain Year 12 or equivalent and to help them make a successful transition through education and onto further education, training or work. There are three areas of service delivery: individual support services, outreach and re-engagement activities, and services aimed at strengthening the provision of youth services in the region generally. Youth Connections operates across Central West NSW with delivery sites at Lithgow, Bathurst, Orange, Cowra, Forbes and Parkes.

Shed Ed is a Links to Learning project catering for students at risk of disengaging from formal education. The project has been operating in Orange since 1993 and was formerly known as the Time Out Program. Links to Learning projects are funded by the Community Grants Unit of the NSW Department of Education and Training and are one of the strategic resources available to government high schools to assist students in Years 7 to 12 at risk of leaving school early before completing post compulsory education. Projects provide innovative and creative activities for young people in informal settings to link participants back to education and training and develop effective local strategies.

Aspire NSW operates two Links to Learning projects and has an overall focus on outdoor recreation as a means of engaging young people. Aspire delivers adventure-based learning programs to teach personal development to young people from all sections of the community, especially those who are disadvantaged.



About the Positions

OCTEC is seeking **two experienced youth services workers** to support at-risk youth to remain at school, re-engage with school or undertake alternative education programs. The positions are:

1. Schools and Activities Coordinator
2. Youth Support Worker.

Both positions are full-time and based in Orange.

Responsibilities of the **Schools and Activities Coordinator** include communication and liaison with schools, small group work, proactive youth focused activities and outreach services, supporting case management of Youth Connections' clients and assistance with projects aimed at strengthening services for at risk youth.

Responsibilities of the **Youth Support Worker** include short to medium term case management, liaison with schools, networking with other service providers and achieving outcomes for program clients.

Both roles require a high level of personal motivation and initiative, as well as well developed interpersonal skills. The ability to work effectively with people at all levels across a range of work environments is essential.

Application Requirements

Applicants **must** supply the following information:

1. A covering letter including the name of the position(s) applied for.
2. A statement addressing the selection criteria (as detailed in the Position Description).
3. A current Resume.

For additional information or to discuss position requirements further, please contact Tracy Wilson on 02 6361 3061.

Please see the attached [Employment Privacy Notification](#) for information regarding the privacy of your application. Please note, should you be selected for interview, you will be required to bring the names and contact information of two referees to the interview.

To apply, please send applications by **Monday 23 January 2012** to:

Chief Executive Officer
OCTEC Limited
PO Box 1566
ORANGE NSW 2800

Or email to: applications@octec.org.au

Probity Checks

Should you be successful in obtaining employment with OCTEC, you may be required to undertake a probity check – a Working With Children Check, an Australian Federal Police (AFP) Criminal Record Check, or both.

If your employment involves client service delivery in Youth Connections, you will generally be required to undertake **both** probity checks.

If your employment involves client service delivery in another OCTEC youth services program, or in OCTEC Training Services, Employment Services or Community Development, AND it involves face-to-face, telephone or email contact with children (anyone under 18 years of age) that ever takes place without the supervision of a more senior staff member, then a probity check will generally be required (but not both).

If the position is involved in delivering services in aged care facilities or under a program funded by the Department of Education, Employment and Workplace Relations (DEEWR), then an AFP Criminal Record Check will generally be required. If not, then a Working With Children Check will generally be required.

If you are employed in Corporate Services, you will generally not be required to undertake a probity check.

Decisions about whether a position at OCTEC requires a probity check are based on these broad guidelines. However, decisions are also made on a case by case basis by senior management with the aim of ensuring compliance with a range of contractual and legislative requirements including those specified in the *NSW Commission for Children and Young People Act 1998*. Where there is a discrepancy between OCTEC's guidelines and the contractual or legislative requirements, the latter will prevail.

Position Description

Title:	Youth Connections Schools and Activities Coordinator
Responsible To:	Youth Connections Operations Manager
Supervises:	None
Remuneration:	As per contractual arrangements or Labour Market Assistance Industry Award 2010

Overview of Responsibilities

The Youth Connections Schools and Activities Coordinator is responsible for coordinating Outreach and Re-engagement Activities and some aspects of Individual Support Services under the Youth Connections program. This includes communication and liaison with schools, small group work in schools, and proactive youth focused activities and outreach services. The position will also have some involvement in other Youth Connections services from time to time, including supporting the case management of clients and helping to plan or deliver projects aimed at strengthening services for at risk youth generally.

The role requires a high level of personal motivation and initiative, as well as highly developed interpersonal skills. The ability to work effectively with people at all levels across a range of work environments is essential. The Youth Connections Activities Coordinator is expected to take responsibility for his/her ongoing professional development and will be supported by OCTEC Limited in this regard.

Specific Accountabilities

Service Provision, Performance and Planning

- Coordinating the delivery of high quality, client-centred Outreach and Re-engagement Activities as defined in the Youth Connections program.
- Coordinating services aimed at early intervention with clients, including small group work in schools.
- Contributing to the development of Re-engagement Plans for clients that focus on maintaining and sustaining engagement and participation in mainstream schooling or other education and training pathways.
- Planning, designing and implementing Outreach and Re-engagement Activities that aim to find, connect with and engage severely disengaged young people.
- Assisting with the development of targets for Individual Support Services and Outreach and Re-engagement Activities, and developing strategies to help achieve those targets.
- Monitoring program performance against targets and helping ensure that performance is continuously improved.
- Assisting with the delivery of Individual Support Services to clients as required.
- Contributing to the development of service plans for Youth Connections.
- Reviewing and evaluating own performance on a regular basis.

Quality and Continuous Improvement

- Contributing to the quality of youth services provided under the Youth Connections program.
- Contributing to the ongoing evaluation of program services and analysing the results.
- Helping identify and correct issues that may adversely affect the delivery of high quality youth services, including helping identify and implement opportunities for continuous improvement.

Marketing

- Contributing to the development of a marketing plan for Youth Connections that is fully compliant with any contractual requirements of the funding body, the Department of Employment, Education and Workplace Relations (DEEWR).
- Helping design marketing tools and strategies that will reach different target audiences, e.g. at-risk youth, parents/carers of at-risk youth, schools, and government and community agencies that provide services to young people.
- Involving young people in the design of these tools and strategies as appropriate.

People Management

- Mentoring and/or coaching Youth Connections Workers as required from time to time.

Regulatory Compliance and Reporting

- Contributing to the maintenance of a safe operational environment for Youth Connections staff and clients of the service.
- Contributing to compliance activities in relation to legislative, contractual and organisational requirements.
- Contributing to regular reports to the Chief Executive Officer on the operation of Youth Connections and the achievement of performance targets.
- Helping ensure that the reporting and information collection requirements of DEEWR are met and that required information is entered into the Youth and Transitions Management Information System (YATMIS).

Other

- Undertaking special projects, as required, and performing other duties from time to time, as directed

Selection Criteria

Essential

1. Experience in the delivery of youth services or other social services to clients, including liaison with government regulatory or funding bodies.
2. Demonstrated ability to plan, prioritise and achieve performance goals in a results oriented environment.
3. Well developed oral and written communication skills, interpersonal skills and group facilitation skills.
4. Ability to work as part of a team and to lead a team if required.
5. Ability to respond in a positive and professional manner to change.
6. Well developed computer skills including experience with Microsoft Office and Microsoft Outlook software and the Internet.
7. Current driver's licence.

Desirable

8. Demonstrated experience working with schools or in schools on programs aimed at assisting young people at risk of disengaging from the formal education system.
9. Experience in marketing and program promotion.
10. Relevant tertiary and/or vocational qualifications.

Key Relationships

Internal

- Youth Connections Operations Manager
- Youth Support Workers
- Alternative Learning Facility workers
- Members of the Senior Management Group including the Chief Executive Officer, Deputy Chief Executive Officer, Manager Corporate Services, Business Manager and the Manager Employment Services
- Area Managers
- Other OCTEC services and staff including Corporate Services

External

- Clients of Youth Connections including at-risk youth
- Parents of at-risk youth
- Schools
- Western Institute of TAFE
- Partnership Brokers
- Other providers of Youth Connections
- Other agencies providing services to youth in the region
- Department of Education, Employment and Workplace Relations
- Department of Education and Training (DET)

Position Description

Title:	Youth Support Worker
Responsible To:	Youth Connections Operations Manager / Area Manager
Supervises:	None
Remuneration:	As per contractual arrangements or Labour Market Assistance Industry Award 2010

Overview of Responsibilities

Youth Support Workers are responsible for delivering a range of services under OCTEC's Youth Connections program. Youth Support Workers will focus on the delivery of individual support services, including short to medium term case management, liaison with schools, networking with other service providers and achieving outcomes for program clients.

The role requires a high level of personal motivation and initiative, as well as well developed interpersonal skills. The ability to work effectively with people at all levels across a range of work environments is essential. Youth Support Workers are expected to take responsibility for their ongoing professional development and will be supported by OCTEC Incorporated in this regard.

Specific Accountabilities

Service Provision, Performance and Planning

- Delivering high quality, client-centred individual support services as defined in the Youth Connections program.
- Undertaking short to medium term case management of at-risk youth with the aim of assisting them to remain at school, re-engage with school or undertake an alternative education program.
- Liaising with schools, alternative learning facilities and other service providers to help achieve progressive and final outcomes for program participants.
- Achieving or helping to achieve targets for different outcome types, and implementing strategies aimed at achieving those targets.
- Maintaining up-to-date program participant files and completing of all necessary forms for the efficient and effective management of the program.
- Monitoring personal performance against targets and helping ensure that performance is continuously improved.
- Providing input to the development of Youth Connections Service Plans.
- Reviewing and evaluating own performance on a regular basis.

Quality and Continuous Improvement

- Contributing to the quality of youth services provided under the Youth Connections program.
- Identifying and reporting issues that may adversely affect the delivery of high quality youth services, including identifying and helping implement opportunities for continuous improvement.

Marketing

- Assisting with the implementation of a marketing plan for Youth Connections that is fully compliant with any contractual requirements of the funding body, the Department of Employment, Education and Workplace Relations (DEEWR).

Regulatory Compliance

- Contributing to the maintenance of a safe operational environment for other Youth Connections staff and clients of the service.
- Contributing to compliance activities in relation to legislative, contractual and organisational requirements.

Reporting

- Providing reports to Youth Connections Operations Manager / Area Manager on caseload management, the achievement of performance targets and other program issues as required.
- Contributing to the reporting and information collection requirements of DEEWR including entering accurate information into the Youth and Transitions Management Information System (YATMIS).

Other

- Undertaking special projects, as required, and performing other duties from time to time, as directed

Selection Criteria

Essential

1. Demonstrated ability to work within disadvantaged groups, settings and communities.
2. Demonstrated ability to deliver youth services or other social services to clients, including case management.
3. Demonstrated ability to plan, prioritise and achieve performance goals in a results oriented environment.
4. Well developed oral and written communication skills, negotiation skills and interpersonal skills.
5. Ability to work independently and as part of a team.
6. Ability to respond in a positive and professional manner to change.
7. Well developed administrative and computer skills including experience with Microsoft Office and Microsoft Outlook software and the Internet.

Desirable

8. Current driver's licence.
9. Relevant tertiary and/or vocational qualifications.

Key Relationships

Internal

- Youth Connection Operations Manager
- Area Manager
- Alternative Learning Facility / Youth Connections Activities Coordinator
- Other OCTEC staff at site including Employment Services Career Consultants
- Training Services staff
- Other OCTEC services and staff including Corporate Services

External

- Clients of Youth Connections including at-risk youth
- Parents of at-risk youth
- Schools
- Western Institute of TAFE
- Partnership Brokers
- Other providers of Youth Connections
- Other agencies providing services to youth in the region
- Department of Education, Employment and Workplace Relations
- Department of Education and Communities (DEC)

Employment Privacy Notification

Your Personal Information and Privacy

The privacy of your personal information is important to us at OCTEC Limited.

This statement is an outline of certain matters relating to the collection and handling of your personal information by OCTEC Limited. This statement is intended to be provided to all individual applicants for an employment or contractor position (“**Applicants**”) and referees.

Collecting Your Personal Information

The purposes for which your personal information is collected will depend on whether you are an Applicant or a referee.

If you are an Applicant or referee, OCTEC Limited will collect your personal information for the purposes of receiving and assessing your or another person’s application for an employment or contractor position.

If OCTEC Limited does not obtain the personal information it seeks, OCTEC Limited may not be able to process the application.

Using and Disclosing Your Personal Information

We may disclose your personal information to the organisations described below. Where your personal information is disclosed we will seek to ensure that the information is held, used or disclosed consistently with the National Privacy Principles in the *Privacy Act 1988 (Commonwealth)* and other applicable privacy laws and codes.

The relevant organisations are those:

- Involved in managing, validating or administering your application or engagement such as third party suppliers;
- Involved in conducting probity checks or monitoring employee conduct;
- Involved in the payments system including financial institutions, merchants and payment organisations;
- Involved in the provision and administration of insurance;
- Superannuation funds and the administration of your remuneration, superannuation, and our insurance;
- As required or authorised by law, for example, to government or regulatory bodies for purposes related to public health or safety, the prevention or detection of unlawful activities or to protect public revenue
- Where you have given your consent.

Your personal information may also be used in connection with such purposes.

Gaining Access to Your Personal Information

You can gain access to your personal information. This is subject to some exceptions allowed by law. We will give you reasons if we deny access. Contact us to request access (see “**Contacting Us**” below).

Contacting Us

To obtain more information about how we manage your personal information, or to access your personal information, please call OCTEC Limited on 02 63627973.