



We believe in the power of
inspired young people

YMCA of the Northern Territory Position Description

Position Title:	Drop In Centre Case Support Worker
Position Location:	Palmerston Youth Drop In Centre
Department:	Youth and Community Services
Reports To:	Drop In Centre Team Leader
Direct Reports:	Nil

1. Introduction

Everyone at the YMCA of the Northern Territory is dedicated to making a positive community impact in all the work we do. From childcare, to before and after school care, from recreation and aquatics, to accommodation and youth services, we believe in the power of inspired young people. Whether they are in our care, participate in in our programs, or work for us, we work to empower young people to be all they can be.

Our Youth and Community Services operate across the Territory. We manage the YMCA Hostel in Darwin, providing affordable accommodation for people at risk of homelessness. We deliver empowering youth services in Darwin, Palmerston, Katherine and Alice Springs, and we deliver a range of community programs including the Defence Communities program.

Palmerston Youth Drop In Centre

The Palmerston Youth Drop In Centre is a youth-led, safe and empowering space for young people managed by the Y in partnership with Larrakia Nation. The Centre offers supervised activities, skill development, leadership opportunities, and targeted follow up for young people in Palmerston.

2. The role

As a Case Support Worker, you play a dual role in the centre, both providing targeted support to young people accessing the Drop In Centre, and acting as a Senior Youth Worker and role model for the broader team. You build positive connections with young people who access the Drop In Centre and empower young people to set and achieve goals. You monitor changes in young people's behaviours and moods and gently intervene when support is needed. You keep thorough case notes and make referrals to support services when required. Your conflict resolution skills and your ability to manage challenging behaviours and situations ensure the Drop In Centre is a safe space for all young people.

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3. Key performance indicators

- **Empowered young people**

Young people's voices, opinions and feedback is listened to, valued, and central to the operations of the Drop In Centre. Young people are encouraged and empowered to take responsibility and develop independence.

- **A safe space for young people**

The supervision and safety of young people is a priority. Staff intervene calmly and deescalate behaviour before negative situations develop. Staff have strong conflict resolution skills and are adept at managing challenging behaviours.

- **Young people access the support and services they need**

The Palmerston Youth Drop In Centre acts as a magnet and connector to support services in the community. Young people are referred and supported to access the services they need.

- **An inclusive and culturally-safe space for young people**

All young people feel welcome in the space. Culture and diversity is celebrated. Staff understand the unique needs of at-risk young people and use a strengths-based, trauma-informed framework.

- **The Youth Work team grow their skills and confidence**

Guidance and mentorship is provided to other Youth Workers in the team. Best-practice techniques are shared, discussed, and adopted. There is a team culture of continual learning and growth.

4. Characteristics and qualities required

- Strengths-focused, motivational approach to Youth Work
- Positive role model in the community, actively demonstrating the Y's values.
- Team player – supporting your co-workers
- Take initiative and be proactive

5. How we work – our values

At the Y of the NT, we undertake all our work, guided by a set of core values:

- We value the whole person, consisting of a body, a mind and a spirit each of which is of equal importance.
- We value the dignity and intrinsic worth of all people regardless of age, gender, ethnicity, belief or other difference.
- We value diversity of people, communities and nations.

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- We value equality of opportunity and justice for all people.
- We value healthy communities based on relationships between people which are characterised by love, understanding and mutual respect.
- We value acceptance of personal responsibility.

These core values translate into four key operational values:

Honesty – Respect – Caring – Responsibility

6. Safeguarding Children and Young People

The Y Northern Territory is strongly committed to the safeguarding of children and young people. As part of our team, you will champion children and young people's safety and wellbeing by:

- Adhering to, and maintaining a working knowledge of, the Y Northern Territory Code of Conduct, and all policies, procedures and strategies relating to the safeguarding children and young people.
- Supervising children and young people at Y programs, services and facilities.
- Acting as an extended guardian towards children and young people where you have interactions and at all times taking reasonable steps to prevent abuse and neglect.
- Reporting any suspicions, concerns, allegations or disclosures of alleged child abuse or neglect in line with Safeguarding Reporting Policy and child protection legislation.
- Actively involving children and young people in feedback processes, the development of new programs, and the creation and implementation of policies relating to children and young people, using standardised practices and resources.
- Actively promoting cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities.
- Declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with children and young people.

7. What you bring to the role

- Minimum Certificate III in Community Services, Youth Work or equivalent.
- Minimum three years' experience in a similar role.
- Ability to work evenings and weekends.
- Experience working with young people from diverse backgrounds, in particular at-risk young people and Aboriginal and Torres Strait Islander young people.



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- Excellent conflict resolution and negotiation skills, and the ability to manage challenging behaviours and situations.
- Current First Aid certification.
- NT Driver's Licence (preferred)
- Suicide prevention training (preferred)
- Trauma informed care and practice training (preferred)
- Cultural Awareness training (preferred)

8. Mandatory requirements of employment (to be maintained throughout your employment)

- Hold a valid Working with Children Clearance.
- Hold a satisfactory Criminal History Check.
- Complete Y Safeguarding Children and Young People training and refreshers as directed.
- Hold current CPR certification.

9. Position Acceptance

I have read and understood the duties and requirements of my position as described above. By signing this position description I agree to and acknowledge the expectations required of me.

Please note, this position description is a guide and does not limit the requirements or tasks of your role with the Y Northern Territory.

Employee's Name _____

Date _____

Employee's Signature _____