

Role Description



Role title:	Classification:
Youth Worker	YJW3
Division/Business unit:	Reports to:
Community and Aboriginal Partnerships / Youth Justice and Inclusion Support / Kurlana Tapa Youth Justice Centre	Accommodation Supervisor

Role purpose:

The Youth Worker is a role within the Kurlana Tapa Youth Justice Centre and is accountable to the Accommodation Supervisor for:

- Providing day-to-day care, guidance, support, safety, and supervision of a cohort of up to 12 children and young people in custody.
- Identifying and responding to the individual needs of children and young people, enabling each young person to have a voice, making referrals to relevant stakeholders as necessary (inclusive of health, welfare, education, case management and cultural needs) and maintaining individual confidentiality and privacy.
- Coordinating an assigned cohort of children and young people to attend education, programs, activities and appointments with internal stakeholders, co-located agencies and external providers.
- Maintaining an appropriate level of security and control within an assigned accommodation unit and contributing to security and safety across Kurlana Tapa
- Responding to incidents and emergencies in accordance with established procedures and training
- Contributing to, abiding by and utilising established screening tools, plans and recording systems.

Key outcomes and accountabilities:

1. Coordinate the daily routine of children and young people, including the provision of meals, clothing, medication, recreation and exercise, and foster practical living skills through supporting young people to prepare meals, maintain a clean environment, complete their laundry and maintain their personal hygiene.
2. Design and deliver recreational and social programs and events with children and young people, and promote and participate in educational, vocational and cultural programs as necessary.
3. Maintain control of issued keys and equipment and maintain an appropriate level of security and compliance, and operation of security systems in accordance with established orders.
4. Intervene and manage complex and difficult situations and respond to incidents and emergencies in line with established emergency and operational orders and training.
5. Contribute to and abide by Dynamic Risk Management Plans (DRMP), Behaviour Support documentation and Assessment Care and Teamwork (ACT) Plans implemented to support young people and address complex and challenging behaviour.
6. Complete comprehensive record keeping utilising established client recording systems and processes, including providing detailed incident reporting and case notes.
7. Provide direction, mentoring to new and developing staff to ensure the provision of a safe and caring environment for young people and that specific needs are met.

Key outcomes and accountabilities:

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

- Successful applicant will be required to hold a National Police Check (NPC) and satisfactorily complete an Employment-related Screening Check where this is required for the role, prior to being employed.
- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.
- Must have and maintain a 'suitable' psychological assessment status within six months of employment to be employed to work at Kurlana Tapa Youth Justice Centre (or any other training centre established under the Youth Justice Administration Act 2016).
- Successful applicant will be required to provide evidence of completion of the Child Safe Environments for Children and Young People full day training course or evidence of enrolment.
- Hold, or be willing to hold, a current Senior First Aid Certificate.
- Required to undertake shift work on a rostered basis including weekend and Public Holidays and overtime shifts.
- Demonstrated physical health, fitness, and capability to manage residents in a crisis.

Key Relationships/Interactions:

- Accommodation Supervisor (line manager)
- Manager, Accommodation Services
- Kurlana Tapa Youth Justice Centre staff, children and young people
- Co-located agency staff within Metropolitan Youth Health (MYHealth), Child and Adolescent Health Services (CAMHS) and the Youth Education Centre (YEC).
- Other government and non-government organisations

Budget/Delegations:

No budget or delegations accountabilities for this role.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.

- Act in a manner that is, and provide services that are, inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds, as well as engaging in learning about other cultures to better establish relationships and improve services.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.

Role specific capabilities: *(Skills, experience, knowledge, attributes)*

1. **Resident Knowledge** – Demonstrated knowledge to operate within the guidelines of the Youth Justice Administration Act 2016 and Regulations, the Young Offenders Act 1993 and Regulations, Kurlana Tapa internal orders and frameworks and contemporary practices and principles that apply to the management of residents in the Kurlana Tapa Youth Justice Centre including dynamic behaviour support and intervention.
2. **Aboriginal Cultural Knowledge Base** – Demonstrated knowledge and understanding (or have lived experience) of the political, historical and contemporary socio-economic circumstances that have contributed to over-representation of Aboriginal young people in the youth justice system, and have regard to the particular needs and circumstances of Aboriginal or Torres Strait Islander children and young people
3. **Initiative and Problem Solving** – Ability to act on own judgement to keep residents positively engaged, resolve conflict and complete appropriate referrals. Report problems and contribute to the creation of long-term solutions. Take prompt action to solve problems, act decisively on own judgement and look to go beyond role requirements to achieve objectives.
4. **Resident Experience** – Proven experience working with vulnerable residents in crisis and a demonstrated physical and mental capability to engage with and respond to young people exhibiting challenging behaviours.
5. **Program Development** – Ability to design, develop, evaluate and participate in programs, projects and event for children and young people on an individual or group basis incorporating knowledge of Child and Adolescent Development and behavioural intervention techniques.
6. **Multi-disciplinary Teamwork** – Ability to effectively communicate and work with people from diverse professional backgrounds and work as a team member and stakeholder in the provision of a holistic service.
7. **Record Keeping** – Strong written communication skills, with the ability to maintain accurate, timely case notes and input data into electronic recording systems.

Qualifications:

Desirable:

- Tertiary qualification in a relevant discipline or equivalent level of expertise gained from a combination of experience, training, professional accreditation and lived experience practice.

Key leadership competencies and expected behaviours at this classification:**Understands strategic direction**

- ☒ Understands the shared vision for the business unit (BU).
- ☒ Understands purpose and expectations and strives to reach collective goals.
- ☒ Considers multiple perspectives and organisational context of their role.
- ☒ Maintains a continuous learning approach and adapts to changes.
- ☒ Solves ad hoc problems; evaluates alternative solutions and makes recommendations.

Addresses clients' needs

- ☒ Delivers results and improvements to meet agreed outcomes of their role.
- ☐ Positions own role and skill development to meet the needs of the team.
- ☒ Makes effective and well-informed decisions about routine issues affecting the team and individual role.
- ☒ Abides by the laws, regulations and policies that apply to their role.
- ☐ Holds self-accountable for achieving outcomes and communicates progress with manager.
- ☒ Monitors and acts on feedback to improve own performance.
- ☒ Builds technical knowledge in own role to support organisational objectives.

Contributes to service delivery excellence

- ☒ Takes accountability for delivering assigned objectives.
- ☐ Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the SA public sector environment.
- ☐ Provides ongoing feedback to others.
- ☒ Seeks out and participates in learning opportunities that will help meet agreed performance standards.
- ☒ Strives to deliver excellent customer service by understanding needs.
- ☒ Manages time and other resources effectively.

Engages in positive working relationships

- ☒ Acts professionally within the boundaries of the organisation.
- ☒ Conveys facts, concepts and technical information adapting communication style to meet the audience.
- ☒ Listens to different ideas and discusses issues with consideration and care.
- ☒ Readily shares information and promotes a friendly, inclusive environment.
- ☐ Participates in professional networks and forums with team members, stakeholders and clients.
- ☒ Responds appropriately to others in an open and honest manner.

Demonstrates personal drive and professionalism

- ☒ Behaves consistently with the principles, values and ethics of the organisation.
- ☒ Acts confidently when providing advice and information; acknowledges mistakes and learns from them.
- ☒ Remains positive and focused on achieving objectives in difficult circumstances.
- ☒ Seeks opportunities to build knowledge, skills and self-awareness.
- ☒ Understands, values and responds to diversity, and treats people with respect.
- ☒ Looks after own health, safety and wellbeing, and raises concerns where necessary.

Approval:**Assessed by:** Claudia Dalle-Nogare, HR Business Partner*CD-N*

Date: 11/06/2026

Approved by: Mellanie Fernandez, Director, Youth Justice and Inclusion Support*Mellanie Fernandez*

Date: 11 /06/2026