



Youth Support Officer



Position	Youth Support Officer	Stream	Youth Support
Reports to	Senior YSO/Service Coordinator	Base	Atherton VPG
Award	Social Community Home Care & Disability Services	Classification	SCHADS: Level Four (4)
Risk Level	Does the position require a Blue Card? Yes	Resources	Laptop, Mobile
Level	Employees at this level apply professional knowledge and skills to case management, support and service delivery functions. They exercise initiative and judgement within established policies and procedures and may provide guidance, training or supervision to other employees.		

About VPG & resourcing

VPG is a for purpose non-profit Australian Charity that has been improving child and youth transitions in Far North Queensland for over 25 years. VPGs Youth Support Services provide direct case management and early intervention support to young people, helping them to build resilience and capabilities, strengthen connections for community and navigate pathways towards education, training and employment.

VPG is guided by the principles of Advantaged Thinking — investing in young people's assets, co-creating real solutions, and supporting them to achieve independent adulthood. VPG values: compassionate, generous, inclusive, responsible and fun.

About the role:

As a Youth Support Officer, you will provide direct support, case management and early intervention services to young people aged 8–25 years who may be experiencing social, educational, family, housing, wellbeing or other challenges.

Working under the guidance of the Senior Youth Support Officer and Service Coordinator, you will engage young people through strengths-based and trauma-informed practice, supporting them to identify goals, overcome barriers, and strengthen connections to family, education, employment, culture and community.

You will undertake assessments, develop support plans, coordinate referrals, facilitate interventions and maintain strong relationships with young people, families, schools and community stakeholders to achieve positive outcomes.

The role requires sound professional judgement, effective relationship-building skills, and the ability to manage a caseload while working collaboratively within a multidisciplinary team environment.

Key Outcomes:

Position (specific) responsibilities

- Provide strengths-based, trauma-informed case management and support to young people experiencing vulnerability, disadvantage, homelessness, family conflict, mental health challenges, disengagement from education or employment, and other complex needs.
- Conduct assessments, identify support needs, develop and review support plans, and implement appropriate tailored interventions to assist young people to achieve their goals and improve their wellbeing.
- Support young people to strengthen connections with family, culture, education, training, employment, community, and other natural support networks.
- Assist young people to access and maintain safe and stable housing, develop independent living skills, and build their capacity for self-reliance.



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- Facilitate and coordinate access to appropriate services and supports through advocacy, practical assistance, brokerage, and supported referrals.
- Undertake risk assessment, safety planning, mandatory reporting, and safeguarding activities in accordance with legislative and organisational requirements.
- Exercise professional judgement in assessing needs, managing caseloads, prioritising support activities and responding to risks within delegated authority.
- Deliver outreach, engagement, early intervention, and group-based activities that build resilience, wellbeing, life skills, and community participation.
- Work collaboratively with families, carers, schools, government agencies, community organisations, and other stakeholders to coordinate support responses and achieve positive outcomes for young people.
- Maintain accurate case records, client information, reports, and outcome data in accordance with funding, legislative, contractual, and organisational requirements.
- Promote child-safe, culturally safe, inclusive, and ethical practice in all aspects of service delivery.
- Undertake other duties consistent with the level and scope of the position.

Organisational (general) responsibilities

- Demonstrate and promote VPG's values of being compassionate, generous, inclusive, responsible, and fun in all interactions with young people, families, colleagues, partners, and community stakeholders.
- Comply with all VPG policies, procedures, codes of conduct, and organisational requirements, contributing positively to a safe, respectful, and inclusive workplace culture.
- Promote and apply child safe organisation principles, mandatory reporting obligations, and duty of care responsibilities, ensuring the safety and wellbeing of children and young people at all times.
- Demonstrate commitment to diversity, equity, inclusion, reconciliation, with particular respect for First Nations peoples, cultures, and communities.
- Maintain knowledge of relevant legislation, service standards, funding requirements, and contemporary practice developments relevant to the role and service area.
- Actively participate in supervision, team meetings, training, professional development, planning activities, and continuous improvement initiatives.
- Contribute to a collaborative organisational culture by sharing knowledge, supporting colleagues, and working across programs and teams to achieve positive outcomes.
- Fulfil workplace health and safety responsibilities by identifying, reporting, and managing hazards, incidents, and risks in accordance with organisational requirements.
- Maintain accurate records, protect privacy and confidentiality, and ensure compliance with information management, data security, ICT, and administrative requirements.
- Contribute to a culture where no task is considered beneath any team member. Alongside all staff, support the effective operation and promotion of VPG services and, alongside all team members, contribute to the day-to-day running of VPG centres, activities, vehicles, transport and facilities to ensure a safe, welcoming and well-functioning environment.

Special Conditions

The following conditions must be met prior to commencement and maintained throughout employment:

- ✓ Current Blue Card (QLD Working with Children Check)
- ✓ Current QLD Class C Driver's Licence
- ✓ Current Senior First Aid Certificate and CPR Certificate
- ✓ Evidence of mandatory qualifications as required by the position
- ✓ Willingness and ability to undertake local and regional travel, including community outreach and out-of-office activities



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- ✓ Willingness to participate in occasional out-of-hours activities, team events and community engagement where required (TOIL arrangements apply)
- ✓ Mandatory VPG induction and child safe training to be completed within the first month and then annually.
- ✓ Fun is a VPG Value, willingness to have fun, occasionally dress-up and generate lots of laughter is a must.

To Submit an Application:

- A Cover Letter & Resume (Max 3 Pages) explaining your interest in the role (PDF Format).
- Qualifications
- Response to Selection Criteria by either:
 - (i) Pre-recorded video (Max 3 minutes) introducing yourself and responding to the Selection Criteria – recorded on your phone is fine. Upload to an approved 3rd party service (Youtube or Dropbox) and share via URL in your cover letter. Video's sent as an attachment do not meet our cyber security requirements and will not be viewed. Or
 - (ii) Max 2 Page Written Response (PDF Format)
 - Please **don't send us AI generated resumes/selection criteria** – we want to know you – **YES** we can tell – they all sound the same!
 - Submit Queries/Applications to Angela Weinert – angela@vpginc.com.au
 - Please Note - Only short-listed applicants will be contacted by VPG.

Selection Criteria:

Essential Qualifications, Skills & Experience	Preferred/Desired
University qualifications in Social Work, Youth Work, Human Services or a related discipline &/experience consistent with this level.	Experience supporting young people experiencing homelessness, family conflict, mental health challenges or disengagement from education/employment.
Experience working with young people and/or families experiencing vulnerability, disadvantage or barriers to participation.	Experience working with First Nations young people and communities.
Ability to engage and build positive relationships with young people, families and stakeholders.	Knowledge of local service systems and referral pathways.
Understanding of strengths-based, trauma-informed and youth-centred practice.	Mental Health First Aid Certificate and/or Senior First Aid Certificate.
Knowledge of child protection, mandatory reporting, duty of care and risk management requirements.	Experience facilitating group programs, workshops or community activities with young people.
Ability to manage a caseload, maintain records use client management systems and meet compliance requirements.	

Advantaged Thinking

VPG uses the concept of Advantaged Thinking to direct the way we work with young people. VPG acknowledges that young people have a vital contribution to make to the social and economic life of our communities and society, and that to do so all young people should have access to the opportunities and social networks that facilitate this social and economic participation. VPG invests in building young people's abilities, harnessing them for personal as well as social good. By making a positive investment in young people, the approach focuses on developing their assets, and on co-creating solutions – real jobs, real education and real community connections – to enable them to achieve independent adulthood.