

# Role Description



<b>Role title:</b>	<b>Classification:</b>
KIND Mentor	OPS4
<b>Division/Business unit:</b>	<b>Reports to:</b>
Community and Aboriginal Partnerships / Youth Justice and Inclusion Support	Senior Family Violence Therapist

## Role purpose:

The KIND (Kinship, Improving Relationships, No Violence, Developing Skills) Mentor is a role within Youth Justice and Inclusion Support and is accountable to the Senior Family Violence Therapist for:

- Delivering individualised, one-on-one mentoring support to young people who use violence in family and/or intimate partner relationships and who are engaged in the KIND therapeutic program through weekly outreach engagement.
- Reinforcing skills and knowledge developed in the KIND therapeutic program by promoting positive behaviour and providing pro-social role modelling.
- Collaborating with KIND Family Violence Clinicians to support engagement with therapeutic interventions.
- Supporting young people at Kurlana Tapa Youth Justice Centre to develop post-release goals and strategies to maintain engagement during their time in custody.

## Key outcomes and accountabilities:

1. Establish effective, trusting relationships with young people with complex needs, both in custodial settings and in the community, and provide consistent, positive role modelling.
2. Support young people who use violence in their family or intimate partner relationships to access and engage with community-based, skills-focused, educational and individualised programs and activities that promote wellbeing, confidence and social participation, using an outreach-based approach.
3. Assist young people to reflect on and understand their use of violence by reinforcing therapeutic skills and strategies, and facilitate progress towards individual goals in close collaboration with service providers.
4. Actively refer young people to relevant support services that can assist in addressing violent behaviours and meeting their individual needs.
5. Provide brief interventions and apply effective case management practices to ensure access to tailored fit for purpose services.
6. Foster strong working relationships with internal and external stakeholders, including Community Youth Justice, Kurlana Tapa Youth Justice Centre, Child and Adolescent Mental Health Services (CAHMS), Department for Child Protection and other relevant agencies.
7. Provide culturally safe and responsive support to Aboriginal and Torres Strait Islander young people, working in partnership with culturally informed services such as Kornar Winmil Yunti and the CAMHS and Youth Justice cultural teams.

*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:**

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.
- Successful applicant will be required to satisfactory complete and hold a Department of Human Services (DHS) Working with Children Check (WWCC) 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.
- Some out of hours work and inter/intra-state travel may be required.

**Key Relationships/Interactions:**

- KIND therapeutic program Senior Family Violence Therapist (line manager)
- Young people (program participants)
- KIND therapeutic program Family Violence clinicians and program staff
- Principal Psychologist, Youth Justice Therapeutic Services
- Youth Justice and Inclusion Support staff
- Senior Aboriginal Cultural Advisor or Aboriginal workforce across DHS
- Government and non-government organisations
- Community-based service providers
- Training providers
- Aboriginal communities across South Australia

**Budget/Delegations:**

No budget or delegation 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.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- 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.
- 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.

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

1. **Children and Young People Knowledge Base** – Demonstrated understanding of the developmental stages, needs, vulnerabilities, and resilience of children and young people, particularly those involved in the justice or child protection systems. Proven experience working with young people with complex needs using effective communication, de-escalation, and behavioural support strategies especially during periods of crisis or disengagement.
2. **Understanding of Family and Domestic Violence** – Strong knowledge of trauma-informed practice and the complexities of intergenerational family violence, factors that may place young people at risk of perpetrating family violence, and opportunities and challenges of intervening with family in the context of family violence.
3. **Initiative and Problem Solving** – Ability to exercise sound judgment, take initiative, and resolve issues in real time to maintain engagement with young people during outreach or activity delivery and willingness to contribute to long-term, sustainable solutions.
4. **Effective Communication** – Demonstrated ability to communicate clearly, respectfully, and in a culturally responsive manner with young people, families, and a broad range of internal and external stakeholders.
5. **Time Management** – Demonstrated ability to determine and manage competing priorities and develop effective resolutions both individually and collaboratively with internal and external stakeholders.
6. **Multi-disciplinary Teamwork** – Ability to effectively communicate and work with people from diverse professional backgrounds and work as a team member to provide a holistic standards professional service.
7. **Record Keeping** – Strong written communication skills, with the ability to maintain accurate, timely case notes and input data into systems such as C3MS and internal reporting tools in accordance with organisational policies.

**Qualifications:**

**Desirable:** Certificate IV in Youth Work, Community Services or other relevant field or equivalent expertise gained from a combination of experience, training or professional accreditation.

**Key leadership competencies and expected behaviors 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:**

<b>Assessed by:</b> Claudia Dalle-Nogare, HR Business Partner	<i>CD-N</i>	Date: /10/2025
<b>Approved by:</b> Mellanie Fernandez, Director, Youth Justice and Inclusion Support		Date: /10/2025