

Youth Support Coordinator Practice Guidelines

The purpose of the Youth Support Coordinator Initiative (YSCI) is to support at-risk students to remain engaged in education and to achieve positive outcomes. To achieve this, Youth Support Coordinators (YSCs):

- provide individual support, case management and, where appropriate, group support to students to maximise their engagement with education and training; and
- refer at-risk students to appropriate agencies and support services that will assist students to overcome barriers to education and training.

In working with students, YSCs must abide by relevant Queensland legislation and departmental procedures. YSCs should refer to the [Youth Support Coordinator Initiative operational guidelines](#) for information about the operational responsibilities of YSCs and how the YSCI is delivered in schools.

YSC duties

While YSCs adapt and respond to the specific needs of the school community, day-to-day duties of the YSC include to:

- support students to achieve satisfactory learning outcomes;
- identify barriers to young people achieving outcomes (including difficulties at school or home) and provide support and referral to appropriate support services;
- maintain daily records of student contact;
- monitor attendance patterns of students or groups of students and, in accordance with the school's attendance plan, implement early intervention strategies;
- develop and foster relationships between the school and students' families to assist at-risk students to remain engaged with education or training;
- inform and educate parents, community members and students on relevant issues that may be impacting student engagement;
- work as part of the school's student support team and liaise with the school community and external stakeholders as required; and

- develop and implement programs to support social and emotional wellbeing as required (e.g. addressing social skills, assertiveness or self-esteem).

Home visits

- As per the YSC role description, YSCs' responsibilities may include: 'conducting home visits with students and their families, as appropriate, to advise and provide strategies for a more positive educational experience'.
- Prior to a home visit occurring, the YSC must discuss the purpose of the visit with their line manager and principal and consider all alternative options for engaging with the student.
- If alternative options are exhausted and a decision is made that a home visit is necessary, YSCs should:
 - consider how to minimise risk, including holding the visit outside or in a public place, and keep the number of people involved to a minimum;
 - maintain appropriate records of all home visits that take place; and
 - discuss with their line manager arrangements to be reimbursed for any travel costs.

Supporting students who are not at school

YSCs may be supporting students who are not attending school for a variety of reasons. Students may be disengaged from learning, have social or emotional barriers to attending school, or may need to learn from home to protect their own or family members' health. In supporting disengaged and at-risk students who are not attending school, YSCs must:

- consider and respond to any additional wellbeing, mental health and safety considerations of students;
- discuss with their principal and other members of the school support team (in particular the guidance officer) appropriate methods of communication with students;
- not communicate with students using a personal or departmental mobile phone, either verbally or by text message, unless in an exceptional circumstance and only after approval has been provided and recorded from the principal;
- ensure that all [Student Protection procedures and guidelines](#) are adhered to, even if students are not attending school;
- talk to the principal or guidance officer if a student is not able to be contacted and determine appropriate follow-up and support for the student;

- immediately discuss concerns with the principal or guidance officer when there are critical concerns for a student's safety or wellbeing. If a student's safety is at imminent risk, call 000.

COVID-19 – Service delivery guidance

YSCs must ensure that they remain familiar with and adhere to the [Queensland COVID planning framework](#).

As COVID-19 continues to impact our communities, YSCs should plan for monitoring and responding to increased student wellbeing concerns by: :

- being familiar with the suite of [Student wellbeing](#) resources available on the department's website and the [Supporting students' wellbeing and mental health](#) page on OnePortal;
- supporting senior students who have concerns about their senior secondary schooling requirements, including assisting them to seek information from the Queensland Curriculum and Assessment Authority (QCAA). The QCAA website has up-to-date responses to [Frequently asked questions](#) during COVID-19; and
- encouraging and assisting students with wellbeing concerns to access relevant support at school through the guidance officer and through support agencies such as [headspace](#) and [Kids Helpline](#).

YSC safety and wellbeing

- If conducting a home visit, YSCs should take steps to minimise any potential exposure to COVID-19 by reviewing the [Queensland Health Coronavirus \(COVID-19\)](#) information about safe hygiene practices and adhering to [Physical distancing](#) requirements during the visit.
- YSCs who need to access [Flexible work arrangements](#) due to their own health considerations or those of someone living in their household should discuss their situation with their line manager.
- In discussion with the YSC, line managers should:
 - assess suitability for flexible work arrangements and develop a plan (see [Guide to identifying and supporting vulnerable employees](#)); and
 - seek support from the principal if flexible working arrangements are to be put in place.
- YSCs who need additional support for their wellbeing should review the range of information and resources available for staff on [OnePortal](#).