

PERSONAL LEARNING REQUIREMENTS

CHC40421 Certificate IV in Youth Work

The skills and abilities required to study in this course and work in this industry include:

Communication Skills

- Ability to appropriately give and receive feedback to colleagues or a young person
- Ability to communicate effectively with a young person on their level and at their ability
- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Ability to communicate clearly and effectively in times of crisis and under pressure
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Demonstrate accurate and clear written communication (e.g. assessments, client notes, letters)
- Listen actively (e.g. understand instructions and client feedback)
- Respond to communication in a time efficient, accurate and appropriate manner (e.g. verbal instructions or emails)
- Speak clearly and directly with young people, colleagues and stakeholders
- Understand, use and respond to non-verbal communication appropriately (e.g. open body language to demonstrate understanding)
- Use effective questioning techniques (e.g. understand a young person's needs and your job requirements and scope)

Physical Skills

- Capacity to use computers/smart devices
- Gross motor abilities and good mobility, depending on role (e.g. bending, squatting, kneeling)

Cognitive Skills

- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical / financial skills (e.g. develop budgets with young people)
- Ability to reflect and act on feedback, and undertake professional development if required
- Ability to reflect and evaluate the effect that own mental health plays in youth work practice
- Able to learn and apply industry related terminology, symbols, abbreviations and language
- Accept responsibility for accurate completion of work and seek help when required
- Awareness / ability to diligently observe and respond to client needs (e.g. client's emotional state; potential substance use, overall health, personal circumstances, etc.)
- Be responsible for self and others' health and safety
- Capacity to develop, apply and maintain understanding of legal and ethical considerations in relation to working within the industry and with young people (e.g. mandatory reporting)
- Capacity to develop, apply and maintain youth work industry knowledge
- Capacity to maintain focus and concentration (e.g. to ensure accurate and safe care of young people, and when engaging and listening)
- Critical thinking (e.g. using logic and reasoning to identify the strengths and weaknesses of alternative solutions or approaches to a problem)
- Effective problem-solving ability (including in a time efficient manner)
- Engages in continuous learning opportunities (e.g. willing to learn new products or services or other industry related skills and knowledge)
- Good working memory (e.g. able to recall and communicate information with accuracy)

- Read, understand and interpret written materials (e.g. client notes, reports)
- Understand and follow policies and procedures (e.g. work instructions, Work Health and Safety, internal processes, frameworks)
- Understand other people's perspectives/opinions and respect their choices

Behavioural & Social Skills

- Ability to manage personal emotions and behaviour effectively, as working with youth can present complex and unpredictable situations
- Ability to remain alert, focused and engaged with clients, community groups and staff
- Ability to work as part of a team and/or independently
- Demonstrate empathy, patience and discretion
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Enjoy working with the ages of 12 to 25, and have a passion to assist young people to help themselves
- Interpersonal skills (e.g. customer services skills, putting young people at ease, the ability to contribute and work as a member of a team)
- Self-awareness in relation to own attitudes, prejudices and unconscious biases and how these impact on working with young people
- Stress tolerance (e.g. deal calmly with stressful situations or under pressure)
- Understand other people's perspectives/opinions and respect their choices
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

Technical Skills

- Operational knowledge of computers/smart devices, including capacity to use industry specific software

Digital Skills

- Able to use useful key words when searching the internet
- Able to format text in a short document
- Able to strengthen a password and updates when prompted
- Begins to use some keyboard shortcuts, e.g. Ctrl C, Ctrl V
- Able to participate in a group message chat e.g. WhatsApp or other
- Able to name, store and locate different files
- Uses reply, reply all and forward email functions appropriately
- Able to create a digital presentation, e.g. PowerPoint®, movie or other
- Interacts with others appropriately using internet based software, e.g. group discussion
- Able to download an eBook

Work Placement Skills

Specific skills in addition to those listed above that will be required during work placement include:

- Ability to establish and enforce personal boundaries (e.g. professional relationships)
- Ability to separate work and life, including practice self-care
- Ability to transport self to and from work placement
- Adaptability/flexibility (e.g. being open to change and considerable variety in workplace)
- Comply with legal, ethical and/or licencing requirements of industry
- Demonstrate mental wellness and sufficient behavioural stability
- Mature outlook with open minded approach to the role

- Tolerate close proximity with individuals (including physical contact and being alone with other students/supervisor/clients as appropriate)

Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>