

# Youth Officer Training and Assessment Program

The youth officer induction program is a 29 day program designed to prepare you and to assess your readiness to commence duty as a Youth Officer within a Juvenile Justice Centre environment at entry-level.

## Week One

The first week of induction is aimed primarily at ascertaining your ability to complete the program and participate at the required level in the workplace as a Youth Officer. You will participate in a range of assessment activities and interviews that you must successfully complete in order to progress to the second week of induction. Departmental training officers and workplace assessors will be assessing you on a range of fundamental workplace skills during this week.

Listed below are some of the key skill areas being assessed during week one:

- Ability to understand and comply with departmental policies and procedures;
- Ability to communicate in the workplace including:
  - Communicating with young people;
  - Communicating with staff and working in a team;
  - Communicating with supervisors;
  - Ability to communicate during emergencies and crisis situations;
  - Written communication and report writing;
  - Aspects of non-verbal communication especially in regards to working with young people.
- Ability to use basic equipment and technologies associated with youth officer work including:
- Safety equipment, keys, keysafe, radios, handcuffs.
- Computer and associated software programs
- Ability to recognise workplace hazards and stay safe in the workplace;
- Ability to conduct standard centre routines and supervise detainees.

As well as these core skill areas, you will also be continually assessed on your attendance, participation, demonstrated knowledge, behaviour, attitude and activity completion. Points received in each of these areas will contribute to your overall assessment and will be monitored closely by assessors throughout the week.

During this week you will also participate in an interview with a psychologist or other suitably qualified person and a workplace representative aimed at further examining your suitability to the position.

It is important that you understand that you must pass all requirements of this phase of induction in order to move to week two.

## Weeks 2 – 5

Should you successfully negotiate the first week of assessments and compliance protocols, you will then commence weeks 2 – 5. During these weeks you will again undergo rigorous assessment and

be required to meet specified learning objectives in order to continue through the program. Your learning throughout this period will be focussed on:

- Identifying needs of young people;
- Behaviour Management;
- Casework;
- Searching, unit and other centre routines and transporting detainees;
- Working with culturally diverse detainee and staff;
- Understanding and working with conflict and aggression;
- Negotiation;
- Protective Tactics;
- Working with detainees at risk of suicide and self-harm;
- Child protection.

You will also spend a number of days in the workplace observing and participating in a range of workplace based activities designed to enhance your knowledge of the actual workplace.

During this time you will also be collecting evidence to support your claim for a number of modules for the Certificate IV in Youth Work (Juvenile Justice). Whilst much of this evidence comes from the work you are doing as part of the induction program, you can also put forward prior learning and experience as part of your portfolio of evidence. You will continue to add evidence to this portfolio after induction with a view to the full qualification being gained within 12 months of commencing induction. Please note that the Department does not charge for this certificate and supports frontline staff in gaining this qualification.

Again, it is important that you understand that you must pass each stage of the requirements for each week in order to progress to the next week. Should you fail a particular assessment activity or test or receive less than satisfactory results in attendance, participation, demonstrated knowledge, behaviour, attitude or activity completion your enrolment in the induction program and employment with the Department of Juvenile Justice will cease.

## **Week 6**

Week 6 is where final assessments take place and your learning throughout the induction process is examined. You will be required to take a written examination and also participate in a number of scenario based assessment activities. Should you successfully negotiate this week you will be ready to commence duties as a youth officer in your chosen location.

## **Post Induction**

After induction is completed you will be required to continue working toward specific learning objectives to both meet workplace requirements and to evidence your claim for Certificate IV elements of competence. This work will continue under the supervision of your direct supervisors as well as being supported by training officers within your local area. Most of this work will occur in the workplace with some face-to-face training as required. It is expected that a Youth Officer will complete their Certificate IV in Youth Work (Juvenile Justice) within 12 months of their induction.