

# Position

# Description



---

Position title:	<b>Programs Manager</b>
Reporting to:	<b>CEO</b>
Probation and Performance review periods:	At four weeks, eight weeks and three months
Award, Pay Level and Rate:	Level 6 of the <i>Social, Community, Home Care and Disability Services Industry Award 2010 TPEO rate</i> , plus access to salary sacrifice arrangements and 9.5% superannuation contribution.

---

## 1. The Organisation

Inspire Youth and Family Services (IYS) is a for-purpose, community benefit organisation committed to providing preventative and early intervention strategies which meet the immediate needs of young people and their families whilst supporting empowerment and the ability to make informed future decisions. Purposeful support, information and referral are provided to deliver crime prevention, community development, mediation, counselling, advocacy, accommodation and housing options, school support and education awareness, employment and training options, referrals for other services and information about community support and activities.

Formed in 1986 and incorporated in 1988, IYS is managed by a voluntary Board who ensure good governance and oversee adherence to mission, vision and values, compliance and finances.

IYS is certified under the Human Services Quality Framework (HSQF) and the National Regulatory System for Community Housing (NRSCH).

## 2. The position

The Programs Manager works with the CEO and staff to ensure organisational objectives are met and best practice achieved through an organisational structure and culture that promotes transparency and accountability with clear lines of communication and commitment to the principles of social justice.

This is a LOCUM position with the possibility of extension. The position is funded to Friday 27<sup>th</sup> August 2021.

## 3. Working hours and conditions

The **Programs Manager** is a full time role, working 76 hours per fortnight. Hours of work will be negotiated with the successful applicant. A part-time (67 – 72-hour fortnight may be negotiated with the right candidate).

Office hours are generally 9am – 5pm, with work occasionally required between 6am and 8pm or on the weekend.

The Programs Manager participates in an on call roster. **Social, Community, Home Care and Disability Services Industry Award 2010** remuneration and TOIL arrangements will apply.

The role will be based at IYS' head office at 79 Poinsettia St. Inala, although work from other IYS sites may be required.

IYS staff are entitled to leave in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010.

As a Public Benevolent Institution, IYS is able to offer staff an optional salary packaging arrangement.

IYS is committed to ongoing staff development and workers are encouraged to participate in relevant training and workshops through arrangement with their supervisor. The Programs Manager is provided with internal supervision by the CEO, and may also attend professional external supervision with prior approval.

Agency vehicles are available for use during working hours. Mobile phone and computer will be provided.

---

#### **4. Organisational relationships**

The Programs Manager will report to the CEO and develop productive and collegial working relationships with

- IYS staff, students and volunteers
  - Partner organisations, key stakeholders including funding body contract officers and providers
- and participate in internal and external meetings, training days and events, as requested.

#### **5. Responsibilities**

The following are the specific responsibilities of the role:

##### **5.1 Planning & Service Delivery**

Management of service delivery which addresses the needs of clients within the contracted obligations and funding guidelines including:

- Manage service delivery staff to ensure program and service delivery meets legislative and regulatory obligations, utilises nominated client management systems appropriately, and is in accordance with IYS' HSQF and NRSCH certified quality management system.
- Ensure accurate record-keeping, including case notes, brokerage expenditure, data collection, collation and presentation to enable monitoring of service delivery against KPI's and meet internal and external reporting requirements.
- Develop and maintain positive relationships with new and existing stakeholders, including government agencies, child, youth and family services, community organisations, accommodation providers, young people and their families, and the wider community to ensure IYS programs and activities meet stakeholder and participant needs and achieve objectives
- Provide leadership to workers (employees, students and volunteers) to ensure understanding of the organisation and individual funded service's models of practice and promote a spirit of cooperation, collaboration and professionalism.
- Maintain regular, proactive communication with clients, their family, significant others, and lead agencies when required
- Provide expert advice and consultation across service and program delivery areas within the areas of nominated expertise and assist workers to identify internal and external experts to support service delivery
- Ensure each service/program develops and maintains effective, relevant internal processes including intake, assessment, planning and review which align to IYS policies, procedures and tools
- Lead and participate in continuous improvement strategies and processes within, and across, services and programs.

##### **5.2 Case Management**

- Actively oversee and, allocate and manage service delivery team case load in consultation with others
- Oversee case management to ensure that workers support young people and families to establish and maintain linkages to other relevant services and familial and community supports
- Participate in weekly case coordination and team meetings
- Oversee the assessment of needs and risk to inform an appropriate response which may involve provision of any combination of information, support, advocacy, referral, case planning, management, review and coordination
- Manage a small case load if required.

---

### **5.3 Service Development**

- Participate in the development, delivery and review of organisational strategic and annual planning
- Identify service development opportunities and work with the CEO to develop programs and services which align to the organisation's strategic and operational goals
- Contribute to policy and procedure development, review and improvement to achieve best practice standards in alignment with the organisation's strategic objectives.
- Lead and participate in internal and external organisational and program/service reviews and audits
- Identify and monitor youth sector issues, such as education, employment, mental health, substance misuse, youth justice and housing and homelessness, relevant to IYS and its services to ensure professional, evidence-based service responses are developed and delivered.

### **5.4 Human Resource/ Workforce Management**

- In conjunction with the CEO, recruit, select, induct and train suitable workers (employees, students and volunteers) to achieve IYS' strategic goals, regulatory compliance, and contracted obligations
- Ensure adequate and appropriate induction, supervision, training, support and performance appraisals are provided to workers (employees, students and volunteers) to ensure legislative, regulatory and organisational requirements are met.
- Demonstrate leadership by being familiar with, and complying with, all IYS WHS, risk management, and workplace behaviour policies and practices
- Monitor, coach, support, motivate and develop workers to enable them to deliver services to the best of their ability
- Notify the CEO of any performance issues or concerns and undertake performance management action in consultation with the CEO.
- Maintain accurate and current HR records
- Assist in the development and oversight of the IYS rostered on-call service
- Nurture a positive and harmonious team environment both within the IYS team and with any partner representatives.
- Develop and deliver training programs for team members to ensure quality services

### **5.5 Administration and Financial Management**

- Participate in budget formulation and review and development of financial control procedures
- Ensure compliance with program area budgets, including working with the CEO and Accountant to identify and mitigate over/under expenditure risks
- Ensure the accurate and timely provision of incident reporting in accordance with regulatory, legislative, organisational and contractual obligations
- Identify and implement opportunities to collect evidential data in support of IYS's services and programs
- Take a lead role in actively developing IYS's Quality Management systems, including continual improvement practice and Human Services Quality Framework (HSQF) and the National Regulatory System for Community Housing (NRSCH) compliance
- Provide monthly, quarterly and annual reports to the CEO, Board and external bodies as required
- Lead and encourage all staff to contribute to the organisational annual report and presentation at the annual general meeting
- Contribute to the development and maintenance of a program asset register

---

## **5.6 Risk Management / Workplace Health and Safety**

- Undertake required training to ensure familiarity and compliance with all relevant Standards, IYS WHS, risk management, and workplace behaviour policies and practices
- Ensure that all records are properly maintained
- Assist with risk assessment and risk management planning
- Take all necessary steps to control and minimise all relevant risk to self, other employees, contractors, clients, and the general public, as well as to personal, IYS, public and private property, when undertaking any IYS employment-related functions.
- Coordinate WHS site inductions of new staff/consultants, where required.

## **5.7 Contribute positively to organisational outcomes**

- Ensure that the mission, policy, aims and objectives of the organisation are met, and operate in compliance with the IYS Code of Conduct, all organisational policies and procedures, and in compliance with IYS's contracted Service Agreement at all times
- Identify and embrace opportunities to positively promote the organisation and its services
- Meet outcomes of agreed work plans
- Work autonomously and manage own time and workload
- Positively represent and enact management decisions both internally and externally
- Undertake other duties as required to support IYS and the team, and Act in and/or support other roles that are commensurate with skills, experience and or training.

## **Position requirements**

### **Mandatory**

- A Bachelor degree or higher qualification in Social Work, Behavioural Sciences, Criminology, Psychology, Human Services or related discipline.
- Understanding of relevant legislation and regulations and their applications and impacts on service delivery to young people and best practice principles.
- Significant management experience in a multidisciplinary environment, with demonstrated experience in team leadership and development.
- Demonstrated high-level understanding, knowledge and sensitivity to, the range of issues impacting upon vulnerable and at risk children, young people and families, and presentations likely to be encountered in children and young people who have experienced significant trauma.
- Understanding of the systemic issues which disadvantage Aboriginal and Torres Strait Islander people and demonstrable commitment to culturally safe engagement and practice, particularly with Aboriginal and Torres Strait Islander young people, their families and community.
- Demonstrated experience and ability to engage working in Culturally and Linguistically Diverse communities, particularly with young people and their families.
- Considerable experience in assessment and a well-developed professional therapeutic, strength-based practice framework for working closely and creatively with young people in order to facilitate positive change and support them to achieve their goals.
- Excellent verbal and written communication skills with a demonstrated ability to produce accurate written case notes and reports that are clear and structured, and evidence sound theoretical understandings within a structured management and accountability framework with strict confidentiality considerations.
- Demonstrated time management skills, with the ability to balance and prioritise various client engagement and administrative requirements.

- 
- A demonstrated ability to both self-motivate and exercise creativity and initiative in your work, as well as providing supervision, mentoring, direction and feedback to team members in relation to their work performance and practice.
  - A clean “C” class current Driver’s Licence
  - A current Positive Working With Children Check (“Blue Card”)

#### **Personal attributes**

- Genuine enjoyment of working with young people to achieve their goals and commitment to person-centred, strengths based, purposeful service delivery
- Self-reflective and critical thinking skills
- Personal drive, integrity and ethics
- Inclusive, respectful, consultative and collaborative working attitude
- Flexible, self-directing, accountable
- Committed to a culture of ongoing learning and professional development for yourself and others
- A good fit with IYS organisational values and beliefs