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| Position Title | **Youth Services Manager North East Victoria**  |
| Classification &  | Social Community, Home Care and Disability Services Award level 7  |
| Division | Youth  |
| Reports to | State Manager Youth – Victoria |
| Date | 1/4/2020 |

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| Primary Purpose of the job | * To assume overall senior management responsibility for all facets of operations of programs in the Youth Services NE Victoria, (Wodonga / Shepparton / Kialla) including service delivery, financial, HR, quality, risk management, program development, compliance and advocacy.
* To provide senior management support to the Team Leaders within Youth Services area to ensure compliance with TSA, funding body and legislative requirements & guidelines.
* To provide executive management reports to the State Manager Youth Victoria & take responsibility for best possible practice implementation within the Youth Services area including, but not restricted to the following programs:
* Shepparton Youth Refuge
* Youth Justice Community Support Service
* Creating Connections Partnership
* Transitional case Management
* Education Pathways Housing
* Therapeutic Youth Supports
* Youth Private Rental Brokerage
* Transitional Housing Partnerships
* Youth Justice Group Conferencing
* To ensure mission & values of The Salvation Army & the principles and practices are reflected through the provision of quality, responsive and client focussed services.
* To undertake a leadership role within the Youth Services Stream Victoria, provide advice to the State Manager Youth & contribute expertise to the leadership team of the TSA via specialist knowledge and experience.
* To lead the development, monitoring and maintenance of all practice partnerships with government agencies and community managed services.
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| About the Youth Services Stream  | Youth & Family Services (YFS) is committed to working in partnership with young people to address the issues contributing to their unique experience of crisis & homelessness, Journey Towards Independence programs have a focus on assisting young people to:• develop life and living skills to prepare for independence • address issues in relation to health & wellbeing• promote youth participation opportunities to overcome exclusion & isolation • explore education and employment pathways and participation • work towards long term sustainable housing The role has 3 direct reports and has strategic and operational oversight for all youth program areas including overall budget responsibility for approximately $2.5 million in service funding, brokerage and TSA mission support.YFS staff work within a trauma & psychologically informed practice environment, all staff are expected to work creatively towards ensuring that the support needs of all young people are the priority.  |
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| About The Salvation Army Australia | The Salvation Army Australia Mission Statement: The Salvation Army is a Christian movement dedicated to sharing the love of Jesus. We share the love of Jesus by:* Caring for people
* Creating faith pathways
* Building healthy communities
* Working for justice

The Salvation Army Australia Values Statement: Recognising that God is already at work in the world, we value: Integrity, Compassion, Respect, Diversity and Collaboration.We commit ourselves in prayer and practice to this land of Australia and its’ people, seeking reconciliation, unity and equity. |

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| Expected Outcomes  | * Ensure compliance of policies and procedures & identify improvements
* Lead the design & delivery of innovative, client focussed, outcomes orientated youth services programs
* Effectively manage operational activities with competing & contradictory priorities & requirements
* State-wide justice leadership
* Implement strategies for managing a range of youth service specialist function
* Work in partnership with State Manager Victoria to establish strategic plan aligned to emerging trends & youth service priorities
* Promote & encourage a culture of learning & development amongst Youth service staff
* Oversee the administration of resources including material aid & a range of brokerage funds to support families & young people
* Provide management supervision to Youth & Family Services leadership team
* Maintain a sound understanding of client risk in supporting client services manager & front line staff to ensure the delivery of high quality, safe service provision
* Develop & maintain productive & collaborative relationships with community & partner agencies, including management of collocated partner programs
* Provide regular data reports to government, funding bodies & TSA management as required
* Ensure all programs & services operate & are managed within approved budgets, meet all funding body & legislative requirements & operate within TSA mission & values
* Accurate data relating to programs is collected, analysed & utilised to evaluate service delivery outcomes & models
* Innovative changes or improvements to service delivery & models are made based on analysis & evaluation of current practice & research on new & emerging trends in the sector.
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| Qualifications and Experience | * Degree qualifications in social work, community development, social policy & research or related field plus more than 5 years relevant management experience. Specialist post graduate competencies in youth, health or management will be highly regarded.
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| CapabilitiesSpecific Competencies |

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| Specialist Competencies |
|  | * A commitment to the mission values of The Salvation Army Youth Services Stream as outlined in its Strategic Plan.
* A comprehensive and current knowledge of the development and delivery of youth and family support services in residential facilities and in the provision of assertive outreach to the community from a practice, service support and policy perspective.
* Demonstrated understanding of community development in a practice context and contemporary human services management practices.
* Experience in senior management of a human services organization.
* Demonstrated ability to mediate and negotiate outcomes in complex work situations.
* Demonstrated experience in the management of physical, human and financial resources.
* Ability to work autonomously.
* Commitment to social justice principles.
* Significant practice expertise in multidisciplinary team leadership, managing social services and community-based support programs at a senior level.
* Demonstrated commitment to working with disadvantaged, socially isolated young people, with an advocate’s knowledge of contemporary community issues and sectorial issues impacting design, practice, research and advocacy work of the youth and family housing support sector.
* A proven capacity to lead, resource, support and motivate others, with a demonstrated capacity to set objectives, achieve outcomes and develop quality practice standards
* A comprehensive and current knowledge of the human services sector in Victoria, with specific emphasis on the areas of policy in relation to youth, family, disability, housing and case managed support sectors.
* Highly developed written skills, with experience in the preparation of submissions, tenders, reports and practice discussion paper
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| Personal Attributes |
| Outcome Focused | Aims for optimum outcomes; is proactive and self-motivated |
| Innovative | Finds ways to work better and smarter; Generates options and ideas |
| Collaborative | Encourages and cooperates with others to achieve common goals; Inspires trust and confidence, actively supports agreed policies and decisions |
| Ethical | Is reliable and trustworthy, credible and truthful – shows integrity |
| Resilient | Remains calm, focused and maintains perspective when faced with change, crisis and difficulty; Does not give up or get disheartened when faced with obstacles; Recovers from and deals with setbacks and challenging or stressful experiences |
| Leadership  | Role model appropriate practice and behaviour with colleagues and employees |

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| Job Competencies |
| Service Delivery | Maintains high level awareness of issues affecting clients; Advocates and negotiates for client issues within the social and political environment |
| Interpersonal dynamics and communication | Provides informed, meaningful and relevant messages when communicating with staff and clients; Uses multiple strategies to influence the thinking and behaviour of others and gain their support and commitment |
| People Management | Leads others to optimal individual and team performance; ensures support for stressful or critical incidents |
| Policy & Quality Compliance | Ensures relevant legislation and TSA systems, policies and procedures are accurately interpreted, communicated, implemented and adhered to; Contributes to the ongoing development and improvement of systems and policies |
| Team Dynamics | Models and promotes teamwork and collaboration, fosters productive working relationships and team well-being |

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**TSA Capabilities**

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| **Continuous improvement** | * Contributes to evidence based practice
* Reflects on practice
* Records stakeholder complaints and feedback
* Participates in review of policies, programmes and services
* Identifies opportunities for improvement
* Acts to implement improvement
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| **Diversity & conflict** | * Works to create a culturally safe and inclusive workplace
* Recognises and respects differences in culture, style and viewpoint
* Responds in culturally appropriate ways
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| **Policy & quality compliance** | * Understands and complies with relevant legislation; TSA systems, policies and procedures; and sector standards
* Applies TSA policy and practice models
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| **Risk management** | * Ensures that risks to people, assets, programmes and reputation are identified and reported in own work context
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| **Safety & wellbeing** | * Performs all duties in a safe manner, ensuring the safety of self and others
* Understands and adheres to Work Health and Safety (WHS) policies and procedures
* Participates and contributes in consultation

forums* Identifies and reports all hazards, near misses and incidents
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| Requirements of the role | * A national police record check is required
* A current and valid Working with Children Check
* A current Victoria Drivers licence
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| Signatures |

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| Employee Name: | Signature | Date |
| Manager Name: | Signature | Date |

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