

C5.51 APPLYING FOR A JOB AT BRISBANE YOUTH SERVICE

Employment Package

Thank you for your interest in applying for a position with Brisbane Youth Service Inc. (BYS). BYS is an equal opportunity employer and as such, the following information is provided to ensure that all applicants have an equal opportunity for preparing their applications. It is important that your application meets the requirements of this document.

ORGANISATIONAL PROFILE

With a vision to provide 'New Futures for Young People', BYS has been operating in Fortitude Valley since 1977. In that time, we have helped tens of thousands of young people (aged 12-25) experiencing homelessness or at risk of becoming homeless, and their accompanying children. We assist vulnerable young people to find and maintain appropriate housing, address physical and mental health issues, establish support networks and engage in education, employment and training.

BYS is a registered Charity, accredited under the Human Services Quality Framework and the National Regulatory System for Community Housing Providers.

As an Incorporated Association BYS is governed by a dedicated and experienced Board. Please refer to the attached BYS structure for information about the teams and programs.

BYS SERVICES AND PROGRAMS

BYS offers a holistic range of services that move from immediate needs through to planned support.

The current range of services provided includes:

- Information, health education, advice, support and advocacy across a range of issues
- Access to emergency financial assistance
- Crisis and transitional housing and tenancy support
- Specialist programs for young women and young families
- Medical clinic
- Mental health services
- Drug intervention, education and support
- Activities, arts and life-skills programs
- Street outreach
- On-site visits from Centrelink and QPILCH (legal)

You can visit www.brisyouth.org for more details and information about BYS and the services we provide.

ABOUT THE ADVERTISED POSITION AND APPLICATION PROCESS

THE POSITION DESCRIPTION

The Position Description is attached and should be read carefully as it details the requirements, duties and selection criteria for the position.

YOUR APPLICATION

A separate application must be submitted for each vacancy advertised. The application is to include the following:

- a) a completed Job Application Form.
- b) your responses to the SELECTION CRITERIA up to four (4) pages for all responses.
- c) your resume / curriculum vitae including the names, positions and telephone numbers of three referees who can comment on your competency in regard to the selection criteria. Referees will only be contacted after an interview.
- d) certified copies of qualifications relevant to the position you are applying for.

Advancement to the next stage of the selection process will be based on how well you demonstrate your ability to meet the selection criteria as well as relevant information contained in your resume.

In your responses, please give examples that show that you have the relevant knowledge, skill or ability to fulfil this role. If you only state that you meet the selection criteria without demonstrating how you meet it and your competencies, it is unlikely that you will be short-listed for an interview.

SHORT-LISTING PROCESS

As stated above, initial short-listing is based on your written responses and your resume.

Shortlisted applicants will be contacted for an interview.

If you have not been short-listed, you will be advised of this in writing following the finalisation of the short-listing process.

INTERVIEW PROCESS

Short-listed applicants will be invited to attend an interview with the selection panel.

The selection panel will ask you questions relevant to the selection criteria and allow you to expand on your written submission. Each applicant will be asked the same questions and you may be provided with a copy of these questions fifteen minutes prior to your interview. A time limit will be set for the interview session to determine the interviewee's ability in time management.

Interview questions will be aimed at testing your knowledge and skills and may include scenarios. You should answer each question fully and succinctly to demonstrate your ability to take on this role. Time will be allocated prior to the end of the interview for you to ask the panel questions about the role or the organisation.

You are welcome to bring samples of your work or other documents to share with the panel, which will assist in demonstrating your skills and experience.

REFEREE CHECKS

Referee checks are used to supplement the final selection decision. It is the responsibility of your referee to provide honest feedback about your knowledge, skills and abilities relevant to the selection criteria for the position.

At least one referee should be a recent supervisor. If you are not currently in the workforce your referee should at least be in a position to comment on your abilities as they relate to the selection criteria.

If you have any concerns about the reference checking process, please raise them during your interview.

SELECTION

If you are selected for the position you will be contacted by telephone and offered the position. Should you accept, a formal written offer of employment will be forwarded to you including information detailing the terms and conditions of employment.

If you are not selected following interview, you will be contacted by telephone and advised that post has been filled. Selection feedback is available should you request it.

For further queries about the position please contact:	Natasha Livings Housing Services Senior Manager
Phone:	07 3620 2400
Email:	admin@brisyouth.org

Applications close at 5pm Monday 17 August 2020

Applications should be marked “Confidential” and made to the attention of:

Natasha Livings

Email your application to:	Or post to:	Or deliver to:
admin@brisyouth.org	PO Box 1389 Fortitude Valley, QLD 4006	42 McLachlan St Fortitude Valley, QLD 4006

ATTACHMENTS:

C4.27 Position Description

C4.25 Job Application Form

POSITION DESCRIPTION

Position title:	Sustaining Young Tenancies & Transitions Manager		
Program/Team:	Sustaining Young Tenancies & Transitions Team		
Employment type & hours:	Full time / 76 hours per fortnight		
Award conditions:	Social, Community, Home Care & Disability Services Award 2010	Remuneration:	TPEO Level 6
Working from:	Fortitude Valley		
Reporting relationships:	Reports to the Housing Services Senior Manager; manages up to 8 direct reports		
Probation period:	6 months		
Primary purpose of position:	This position leads a team of Housing Support Workers and a Positive Transitions Project Coordinator to support young people to successfully sustain their tenancies, achieve positive housing and wellbeing outcomes; and improve their access and engagement in employment, education, training, volunteering, and community activities.		
SELECTION CRITERIA - Applicants shall be assessed against these selection criteria. Applicants need to provide written responses to the selection criteria below of up to four pages in total.			
SELECTION CRITERIA	<ol style="list-style-type: none">1. Understanding of and commitment to BYS vision, objectives, and practice framework.2. Demonstrated high level skills in assessment, crisis and brief intervention, and case management support with vulnerable young people.3. Highly developed critical thinking, problem solving and risk management skills and the demonstrated application of these in a busy frontline service.4. Highly developed communication and interpersonal skills with a demonstrated ability to build effective partnerships and networks and negotiate and influence internal and external stakeholders.5. Demonstrated ability to lead, inspire and effectively manage a team of professional staff.6. Demonstrated ability to plan, implement, monitor, and evaluate programs and service responses with a focus on continuous improvement.7. Demonstrated ability to prioritise and meet deadlines and effectively manage contracts, reporting, and budgets.		
Education, Qualifications, Checks and References (Mandatory)	<ul style="list-style-type: none">• A tertiary qualification in Social Work, Human Services, Social Science, Psychology or similar.• Current Queensland driver’s licence.• Working with Children Suitability Positive Notice (Blue Card).• Three relevant referees, including current or most recent manager.		

Skills & Experience:	<ul style="list-style-type: none"> • Experience providing frontline services in a high-paced environment. • Experience in delivering programs and services to vulnerable young people. • Experience in developing collaborative relationships with a range of service providers • Experience supporting a team of professionals.
Personal Attributes:	<ul style="list-style-type: none"> • An ability to lead, motivate and contribute in a positive way to the health of an organisation. • Ability to work independently exercising a high degree of initiative, judgement and decision making. • Strong analytical skills. • Personal drive and integrity. • Consultative and collaborative working attitude. • Commitment to a learning culture and ongoing professional development.
KEY RESULT AREAS - Role and responsibilities	
Leadership	<ul style="list-style-type: none"> • Lead and facilitate the Sustaining Young Tenancies Operations Group comprising DHPW Housing Service Centre Managers and Community Housing Provider partners to manage referrals, assessment of needs, case coordination and the development of shared housing and support plans. Lead and manage the delivery of the Positive Transitions Project. • Lead the delivery of quality services to young people by monitoring and reviewing planned support, caseloads and the effective delivery of interventions that align with the BYS practice framework. • Contribute to the development of organisational policies and procedures and ensure compliance with relevant service standards. • Participate effectively as part of the BYS management team.
Service Delivery	<ul style="list-style-type: none"> • Deliver a range of housing and tenancy sustainment programs for young people in accordance with the relevant program guidelines, funding contracts and service standards. • Manage the delivery of mobile/outreach services and other activities to provide vulnerable young tenants access to immediate and/or ongoing support. • Develop and maintain partnerships with government and non-government agencies to support effective housing and support responses for young tenants. • Identify, mitigate and monitor risks in the delivery of services to young people. • Manage critical incident responses to ensure the safety of young people, staff and the community. • Ensure funded programs deliver agreed outcomes in accordance with service agreements. • Ensure the timely, consistent and accurate completion of client data records by all team members, including intake and outcomes assessment data, to contribute to monitoring, evaluation and reporting on program performance and outcomes. • Maintain a current knowledge of trends, policies and good practice in the provision of services to young people. • Contribute to and participate in program evaluation activities and utilise learnings to continuously adapt and improve service responses for young people. • Identify opportunities for service growth and contribute to the development of service models and funding submissions. • Participate in and represent the organisation in relevant networks, forums etc. • Develop and maintain collaborative relationships with internal and external stakeholders.

People and Culture	<ul style="list-style-type: none"> • Manage the recruitment, induction, development and performance of staff with a focus on growing individual's knowledge, skills and professional practice. • Model and drive a culture of respect, optimism, accountability, and resilience in line with the organisation's values. • Create a trusting, cohesive environment where people can express opinions and those opinions are heard. • Provide effective supervision to all team members and maintain supervision records in line with BYS policies. • Develop and monitor performance plans, learning and development plans and self-care plans for team members. • Model ethical behaviours and consistently apply ethical standards to self and others. • Drive performance and accountability for achieving expected outcomes. • Supervise and/or support team members to supervise students on placement.
Administration	<ul style="list-style-type: none"> • Manage and monitor budget in line with BYS policies and directives. Manage all administrative functions relating to the role and the team in accordance with relevant policies and procedures. • Monitor and report performance against contracted targets and liaise with funding bodies as required. • Ensure appropriate records are created and maintained in accordance with relevant legislation and organisational policies. • Ensure the accurate and timely completion of timesheets and leave requests on a fortnightly basis. • Provide monthly reports to the Board and Executive Management Team. • Undertake other tasks as required.

This Position Description forms part of the performance management framework for the Sustaining Young Tenancies & Transitions Manager. As the successful applicant you are required to sign and date this Position Description to demonstrate your commitment to fulfil this role in accordance with the key result areas outlined above.

Employee Name:		Signature:		Date:	
Managers Name:		Signature:		Date:	

C.4.25 JOB APPLICATION FORM

Please complete this application form and return it to Brisbane Youth Service (BYS) in accordance with the advertised Employment Package.

Position Title:	Sustaining Young Tenancies & Transitions Manager		Closing date:	17 August 2020
Applicant:	Name:			
	Address:			
			Post code:	
	Day time phone:		Mobile:	
	Email address:			
Place of birth:	Town / City:		Date of birth:	/ /
	Country:			
Work eligibility:	<input type="checkbox"/> Australian citizen		<input type="checkbox"/> Australian resident	
	<input type="checkbox"/> New Zealand citizen		<input type="checkbox"/> New Zealand resident	
	<input type="checkbox"/> Current working visa: (Copy must be attached)		Expiry date:	/ /
	<input type="checkbox"/> Other visa: (Copy must be attached)		Expiry date:	/ /
Blue Card:	Do you hold a current Positive Notice Blue Card for Child Related Employment?			<input type="checkbox"/> YES
				<input type="checkbox"/> NO
	If yes, provide Blue Card Number:		Expiry date:	/ /
	If no, have you applied for a Blue Card?	<input type="checkbox"/> YES	Date lodged:	/ /
		<input type="checkbox"/> NO		
Drivers licence:	Do you have a current Queensland driver's licence?			<input type="checkbox"/> YES <input type="checkbox"/> NO
Health conditions	Do you have any pre-existing health conditions that may impact on your ability to undertake this role?			<input type="checkbox"/> YES <input type="checkbox"/> NO
	If yes, please provide additional information:			
Where did you find out about this position?	<input type="checkbox"/> BYS website		<input type="checkbox"/> QCOSS	<input type="checkbox"/> Ethical Jobs Weekly
	<input type="checkbox"/> Word of mouth		<input type="checkbox"/> Other:	

C.4.25 JOB APPLICATION FORM

Please complete this application form and return it to Brisbane Youth Service (BYS) in accordance with the advertised Employment Package.

Equal employment opportunity / diversity information	Please indicate if you belong to any of the following groups (completion of this section is voluntary and used for statistical purposes only):	<input type="checkbox"/> People with a disability	
		<input type="checkbox"/> Aboriginal people	
		<input type="checkbox"/> Torres Strait Islander people	
		<input type="checkbox"/> Women	
		<input type="checkbox"/> LGBTIQ+	
		<input type="checkbox"/> People from a non-English speaking background	
Qualifications:	What tertiary qualifications do you hold: (Copies must be attached)		
Start date:	If the position was offered to you, when are you available to start work?	/ /	
<p>Authorisation and Understanding</p> <p>I authorise Brisbane Youth Service to investigate my work history and verify all information given on this application. These enquiries may include information as to my character, general reputation and personal characteristics. I consent to the conduct of such enquiries and to the consideration of any statements or references provided by former employers in response to these enquiries.</p> <p>I authorise all individuals and employers whom I have named in my application, unless specifically limited by me in writing, to provide information requested about me, and I release them and Brisbane Youth Service from liability and damages in providing this information.</p> <p>I understand and acknowledge that any misrepresentation, omission or incorrect statement of fact may result in rejection of my application or, if hired, immediate termination of employment.</p> <p>I understand that all information provided to BYS in relation to my application will be treated in the strictest confidence and will not be communicated to any third party without my consent.</p>			
Signature:		Date:	/ /