



POSITION DESCRIPTION

Title of Role:	Project Officer-Service Development	Classification Level:	Equivalent SCHCADS 6
Business Unit:	Quality and Service Development	Type of Appointment:	Part time, fixed term.
Award Type	Award Free		

YSAS Vision

A community where all young people are valued included and have every opportunity to thrive.

YSAS Purpose

To enable young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

YSAS Values

Honesty	We are impartial and authentic in our practice and in how we relate to colleagues within and outside of our organisation.
Empowerment	We create a positive environment for staff and young people to make valuable contributions.
Accountability	We set high standards and we are answerable for our decisions and actions.
Respect	We respect the rights of others and treat others as we would like to be treated.

Child Safety

YSAS is a Child Safe organisation. We actively promote the safety and wellbeing of young people, and are committed to protecting young people from harm or abuse who come into contact with and/or access our service. Applicants must undergo rigorous screening and recruitment processes, including providing evidence of current WWCC and National Police Check prior to commencing employment.

Position Purpose

The Project officer will support a range of practice related, quality improvement projects as directed by the General Manager of Quality and Service Development and the Senior Project Manager, Quality and Service Development . These projects will be aimed at achieving consistency of high quality services at YSAS and delivery of YSAS strategic priorities. In turn, these activities will benefit the health and well-being of the young people supported by YSAS. The role is also responsible for specialist expertise and advice derived from extensive practice experience. The project work will include a mixture of short term initiatives, medium and longer term service development projects.

Reporting Relationships

Senior Project Manager, Quality and Service Development

Nil reports to this role.

Key Relationships/Interactions

The primary stakeholders that this role will interact with are:

- Senior Project Manager, Quality and Service Development
- General Manager Quality and Service Development,
- Quality and Service Development team
- Quality and Practice Development Committee
- A range of individual and group project stakeholders

Key Challenges

Incumbents in this role must:

- The ability to think creatively to solve complicated and complex problems
- Have extensive and diverse service delivery experience and be able to bridge knowledge gaps with effective communication and practice insights.
- Have strong written and verbal communication skills and ability to prioritise tasks in a fast-paced environment to deliver high-quality communications to diverse audiences
- Have the ability to sift through large volumes of information, select and present the information for meaningful interpretation to support decision making

Special Conditions

Prior to commencement of employment incumbent must provide YSAS assurance of their:

- Working with Children's Check (WWCC).
- Satisfactory National Police Check (NPC).
- Any relevant required professional registrations (e.g. AHPRA, CPA, etc)
- Driver's licence.
- Copies of all relevant qualifications.

Other relevant role information

- It is preferable that incumbents in this role have a current First Aid Certificate (level 2) – this may be completed during incumbent's probation.
- Some out of hours work may be required.
- The incumbent of this role may be required to work at various different YSAS sites depending on YSAS operational requirements.

YSAS Conditions

All YSAS employees are required to work in accordance with including but not limited to:

- Occupational Health and Safety Act 2004 (Victoria)
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Fair Work Act (2009)
- Relevant Awards, Enterprise Agreement
- Duty to maintain privacy and confidentiality
- Smoke Free Workplace
- Code of Conduct
- Child Safety best practice
- Other YSAS policies and procedures, which may be amended from time to time.

Responsibilities

This position description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Project Officer, Service Development is responsible for:

Key Responsibilities	Major Responsibilities	Performance Indicator/Measurement
<p>Service Development Project work</p>	<ul style="list-style-type: none"> • Undertake a range of quality improvement and Service Development projects as allocated • Day-to-day tasks associated with allocated projects. • Plan and design assigned project and proactively monitoring its overall progress, resolving issues and initiating corrective action as appropriate • Define a project's governance framework for executive review • Effective coordination of assigned projects and their interdependencies • Manage and resolve any risks and other issues that may arise • Maintain overall integrity and coherence of assigned projects • Support the process of appointment of individuals to the project delivery teams where appropriate • Co-ordinate the communications with diverse stakeholders • Report progress of projects project tasks at regular intervals to project managers. 	<ul style="list-style-type: none"> • Support delivery of YSAS Model of Care Project deliverables to agreed current scope. • Development of phase II Model of care project plan. • Compliance to quality and time requirements across all projects • A range of formal consultative mechanisms are established / maintained to ensure that project outputs and outcomes reflects the understandings of YSAS core purposes • Keeps stakeholders up to date with issues and developments
<p>Service Development and Quality Improvement</p>	<ul style="list-style-type: none"> • In collaboration with Operational managers and Quality and Service development team, identify short, medium and long term initiatives and projects to meet identified gaps and improve quality in service delivery. • Contribute to and clearly articulate the YSAS' practice framework through written material and other channels (both internally and externally); • Facilitate or provide consultation on the development, review or re-shaping of organisational policies, standards, guidelines or procedures with operational staff based on YSAS practice framework. • Provide consultation and advice into continuous improvement initiatives and projects led by others. • Encourage new ways of looking at established processes and practices by contributing to an environment that values innovation in the area of Service Development. 	<ul style="list-style-type: none"> • Attendance at Quality and Practice Development committee meeting. • High quality documentation of plain English, succinct policies, standards, guidelines and procedures • Consultation and advice provided is grounded in evidence.
<p>Stakeholder management</p>	<ul style="list-style-type: none"> • Build strong relationships with internal YSAS staff through respectful communication and professional behaviour. • Build strong relationships and collaborate closely with the YSAS Youth Participation team, young people and families to ensure the voice of service 	<ul style="list-style-type: none"> • Member of key partnership groups and networks • Collaborative partnerships with key stakeholders are established and maintained. • Attendance at key organisational meetings and fora

	<p>users is represented in YSAS service development</p> <ul style="list-style-type: none"> • Ensure suitable partnership opportunities are identified and developed, including tenders, EOIs, submissions. • Contribute to an environment that is inclusive, supportive and collaborative. • Contribute to a climate within organisational leadership fora which encourages and supports openness, persistence and genuine debate around critical issues. 	
Professional Development	<ul style="list-style-type: none"> • Undertake a proactive involvement in role-specific self-development and action plans outlined from performance reviews • Continuously increase own knowledge about best practice, emerging evidence and sector trends. 	<ul style="list-style-type: none"> • Demonstrated ability to participate actively in improvement based project work • Demonstrated knowledge and application of skills acquired from relevant trainings/certifications
Corporate Compliance	<ul style="list-style-type: none"> • Ensure that the information provided follows the compliance, access management and control policies in place 	<ul style="list-style-type: none"> • Ensure all work complies of the relevant legislation/ regulations, YSAS' policies and procedures • Ensure security and confidentiality of documentation is maintained

Qualifications, Skills, Knowledge and Experience relevant to the role

Education	<ul style="list-style-type: none"> • Relevant qualifications in AOD, Youth Work, Social Work, Psychology or other health/welfare related fields
Experience	<ul style="list-style-type: none"> • Over 7 years sector experience and experience in a range of roles from direct service delivery, system level program and project implementation. • Experience in documentation and implementation of evidence-based practice
Knowledge and Skills	<ul style="list-style-type: none"> • Well organised, and able to be flexible in managing competing priorities and deadlines • Excellent written and oral communication skills, as well as highly developed interpersonal, coaching, and consultative skills • Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions • Good judgment, able to influence others and seen as a credible source of advice
Personal qualities	<ul style="list-style-type: none"> • A team player, able to work in a cooperative way • Has tact, sensitivity and diplomacy; ability to think on feet and act proactively with discretion • Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation • Commitment to YSAS' values and a working style that reflects these

Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Business Process Manager role. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. These behaviours have been drawn from a larger number of relevant behaviours in YSAS's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the role.

Category	Level	Behaviours
Strategic Direction	Tactical / Operational	<ul style="list-style-type: none"> Actively promotes YSAS' goals and direction Sets aside time to engage in forward planning for their area of responsibility Understands and applies change management principles Actively participates in business planning
Achieves results	Tactical	<ul style="list-style-type: none"> Is accountable for the delivery of timely and accurate results Critically evaluates an issue prior to determining a course of action Confidently makes judgements about which tasks to prioritise and which to re-negotiate Applies new and innovative approaches to achieve outcomes [Designs and uses information gathering and analytical methods appropriate for each request and delivers results in timely and effective manner Presents analyses and solutions that combine relevant information from different sources to facilitate understanding of project-related issues] <i>Dom: where did these two behaviours come from?</i>
Business Excellence	Tactical	<ul style="list-style-type: none"> Independently and proficiently applies occupational knowledge and skills in area of expertise Seeks to understand different programs in the organisation, including their services, deliverables, and measures Identifies areas for expenditure optimisation Challenges others to seek business improvements Adapts systems/measures to meet organisation's performance improvement needs and identifies ways of improving standards

Category	Level	Behaviours
Working Relationships	Tactical	<ul style="list-style-type: none"> • Understands the extent for potential to compromise and uses this in negotiation • Consults with relevant stakeholders about changes which may affect their work • Adapts their approach to suit the situation and audience • Listens actively and responds in a clear and concise manner • Responds well to routine/ad-hoc reporting requests for data from members across the organisation • Integrates the understanding of one's discipline with the ability to communicate with people across a broad range of disciplines • Builds relationships with people whose assistance, cooperation, and support may be needed
Personal Drive and Professionalism	Tactical / Operational	<ul style="list-style-type: none"> • Models courteousness and professionalism in the workplace • Demonstrates integrity and ethical behaviour • Remains positive when faced with difficult challenges • Seeks and acquires new competencies, work methods, ideas, and information that will improve own efficiency and effectiveness on the job • Demonstrates a flexible, positive 'can do' approach to delivering results • Engages in self-reflection and actively seeks to address own development needs • Challenges opposing views in a respectful manner • Maintains professionalism and confidentiality when dealing with sensitive issues • Seeks learning opportunities to strengthen areas for personal development • Ensures compliance with policies and procedures to maximise safety and welfare in the workplace

Selection Criteria for Appointment into Role

1. Relevant tertiary qualifications
2. Extensive experience within the health or community sector and specialist experience within Youth services.
3. Demonstrated capability to design and implement mechanisms to facilitate evidence informed service development
4. Excellent presentation and written communication skills including full Office software package
5. Ability to develop and maintain effective working relationships with other members of the project team, senior managers, and third-party service providers
6. Demonstrated ability to advise on the available standards, methods, tools and contemporary applications relevant to Service Development projects.
7. Attention to detail with a methodical approach to work, ability to identify technical issues, contribute to process improvements, and the ability to clearly document progress and solutions
8. Demonstrated capacity to work under limited supervision, prioritise effectively and meet deadlines in a fast-paced environment, and to adapt positively to shifting priorities.

Incumbent Statement

I accept the PD as acknowledged above and understand that the PD will be reviewed as required. I also understand that the PD may need to be amended occasionally due to variations in responsibilities and organisational requirements. Changes to the PD will be consistent with the purpose for which the position was established.

Acknowledged by occupant _____ / /
(Print name) (Signature)

Acknowledged by line manager _____ / /
(Print name) (Signature & title)

Job and Person Specification Approval

...../...../..... DELEGATE (GM or Chief)