drummond street services

Youth and Community Position Description

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| Position Title: | **Youth Services Manager** | Position Grade: | SCHADS Award Level 7 |
| Department/Division: | **Youth Services & Community Development** |  |
| Reporting to: | **General Manager – Early Years, Parenting & Youth** |
| Position summary/purpose: | **First Nations People, LGBTIQ+ people, people with disability, people of color, public housing residents or people with a lived experience are encouraged to apply.**Drummond Street Services is contracted by a range of significant funding agents (including the City of Melbourne, City of Yarra, FREEZA and others), to deliver youth services on public housing estates. This includes North Melbourne, Kensington, Collingwood Carlton and Richmond. With this funding the drum youth service delivers responsive, intentional and evidence-based programs to engage and encourage young people’s development. Our activities are delivered within a public health framework, focusing on prevention and early intervention, but often dealing with harder end challenges (family violence, bullying, mental illness, financial stress, school problems, gambling, youth justice issues etc). These efforts strive to build and enhance the innate resilience of young people, their families and communities and to increase protective factors present in their communities. Our programs are open to all young people but assertively engage young people experiencing ‘marginalisation’ and/or discrimination. Our service prioritises and seeks to assertively engage First Nations young people, young people of colour, public housing residents and/or those identifying as LGBTQI+ by delivering events in a range of settings.This position has leadership responsibilities for the activities delivered by a vibrant young team of lived experience youth workers and peer workers and will have 2 Senior Youth Practitioners to support, but it also needs be hands on as needed at a program level in community. This position will also ensure our service model remains unique and innovative. That our programs are co-designed and respond to local young people and we meet our contractual requirements. The leadership will responsibilities involve, building partnerships, stakeholder management, leadership and management of a team to plan, deliver, promote, evaluate term based school holiday programs and lead efforts the drum’s efforts to realise truly intentional and innovative co-designed programs.  |
| Key Responsibilities |
| **Community Development & Youth Participation*** Lead and monitor best practice across a team that assertively engages smaller and emerging populations with specific needs, including those considered socially marginalised or resource poor to lessen the impact of social exclusion (with specific Covid lockdown impacts as a focus)
* Lead and ensure accountability for best practice in programming, delivery and evaluation across the public health spectrum, including health promotion and prevention, early intervention, as well as tertiary services and programs and activities that support recovery and connection. We have a Research Team to help you measure your teams progress with community.
* Lead a young well connected, lived experience team delivering programs to build therapeutic relationships with young people through engagement activities and translating this into pathways for support (such as counselling and case management) into support by increasing their confidence and willingness to access services, including case management
* Ensure the youth and community team are active and intentional in their work (it is more than just chilling in a safe environment, but that is of course important). This is done within a risk and protective framework to support young people’s and their community’s goals and aspirations

**Program Design and Delivery*** Lead and coordinate the Youth team to co-design and co-deliver high quality, intentional and evidence based/informed programming for young people and their families
* Lead and contribute to a workforce culture that: identifies the needs of young people via consultation; uses research to inform program planning to develop and implement activities promoting health and wellbeing
* Coordinate and deliver psycho-social and skills-based activities young people, including those experiencing marginalisation and social disadvantage
* Support effective referrals into the wider Drummond Street for individual and family support, including assertive outreach – and providing sensitive assessment, in collaboration with the client, consistent with our whole-of-family approach.

**Networking and Partnerships*** Work collaboratively with other services to identify and address services gaps and client needs and promote this across the COY youth team
* Identify and & support the development of new business opportunities, partnerships and relationships that support the operations and the mission and aims of the wider agency

**Leadership in service delivery*** Leadership to ensure Child Safety and cultural safety is a clear focus within the Youth and Communities team
* Facilitating a culture of high performance by providing inspired, supportive supervision and resourcing, coaching

and mentoring of students, volunteers and staff * Contribute to operational planning that assists the individual, team and organisation to achieve program outcomes, targets and KPIs as per contractual agreements
* Adapt to and develop new systems, policies and procedures that comply with government funding requirement, relevant legislations and compliance with contractual obligations and revision of existing systems, policies and procedures (we have a supportive senior team to assist)
* Development and coordination of policies and practices that centre psychosocial safety and wellbeing in all our activities (we have Policy experts to work with you)
* Ensuring the Youth and Communities team to adhere to requisite organisational procedures and standards
* Contribute to the development of budgets, responsibility for managing budgets in accordance with appropriate financial, program and financial delegations (we do encourage our youth practitioners to oversee their own budgets, and your role is to support and monitor)
* Committed to prioritising child safety and maintain an understanding our Reportable Conduct Scheme responsibilities (we have a Child Safety Officer and Committee to support this)

**Research and Evaluation*** Take leadership in supporting the youth and community team to design and implement research, monitoring and evaluation activities including assisting young people to participate such activities.
* Ensure youth and community team undertake data collection, recording and analysis and report writing.
* Prepares reports for funding bodies, including evaluation and feedback

**Risk** * Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
* Actively monitor and act to improve the quality and safety of client services
* Committed to prioritising child safety and we adhere to the Reportable Conduct Scheme for organisations

 **OH&S*** Identify, report and record all safety hazards, incidents and injuries
* Take reasonable care for the health and safety of others who may be affected by their acts or omissions and comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related ds OHS procedures and Safe Operating Procedures

**Quality Assurance & Improvement*** Proactive, engaged in and committed to creating great experiences for each client
* Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.

**Social Differences** * Role models, demonstrates and promotes respect for and values social differences
* Interact with drummond street clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.

**Productivity** * Focuses on people as well as productivity
* Monitor productivity, identify and implement improvements as needed

**Infection Control** * Commit to all necessary infection control measures as directed, including:
* Practice hand hygiene keep your working environment clean & hygienic including shared areas such as kitchens, bathrooms, meeting rooms etc.
* Wear personal protective equipment (PPE) as directed
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| Key Competencies/Skills  | Experience Profile (incl Qualifications)  |
| Competency | Technical/Functional | * Youth Work, Social Work, Community Development or another relevant qualification
* Minimum 3 years’ experience in the coordination or leadership of programs for young people the drum assertively engages
* Minimum 3 years’ experience in supervising and coordinating the work of others/ and providing leadership in youth programs
* Youth-focused, family-aware and inclusive practice
* Demonstrated high level written, oral and interpersonal communication skills
* Supervision less experienced staff, volunteers and students
* Responsible for practice quality, including risk management plans, strategies and reviews across all areas of operational responsibility.
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| * Leadership
* Self-awareness, professionalism
* Time management
* Project management
* Creative, flexible and solution focused
* Partnership & stakeholder engagement and maintenance
 | * Strong communication skills including report writing, promotions.
* Community & inter-agency relationships skills
* Program/Activity management, design & delivery skills
* Culturally awareness competencies
* Information technology skills including social media and other digital platforms
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| Position Dimensions | Decision Making Authority |
| * 1.0EFT
* Drivers license
* Hours of work are flexible- they are often between 10am and 8pm for delivery of programs in the evening
* There is a requirement for occasional weekend work and time in lieu is offered
* Based in inner-city Melbourne, including public housing estates, sites in COM and COY including Carlton, North Melbourne, Kensington, Richmond & Collingwood
 | * Reporting to funding bodies
* Leadership, supervision and management of youth development practitioners, peer leaders program, volunteers, students
* Program management
* Leadership of youth development across team.
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