



## Position Description – Ladder NSW State Manager 1FTE Salary range \$90k – 100k including superannuation

**\*Please note that Ladder has Public Benevolent Institution (PBI) status, therefore staff are eligible to access several tax exemptions, including salary packaging**

**July 2021**

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### Introduction

Ladder provides development services to young people experiencing or at risk of homelessness who may also be disengaged from employment and/or education. The philosophy underpinning Ladder's mission is to work with young people using innovative approaches that demonstrate real and lasting changes, with the values of sport at its core. Ladder is the official charity of the AFL Players' Association and a national charity partner of the AFL.

The *Ladder Step Up Sydney* program helps young people (aged 15 to 20 years) to develop foundational life skills, build self-efficacy, connect with the community and engage or increase their capacity to engage in education, employment and training. The program is also designed to help young people in care or with child protection experiences build confidence, make connections with people and helpful services and teach living skills.

Funding is supported by the Department of Communities and Justice (DCJ), and working in partnership with key program partners, the Ladder Step Up Sydney program aims to support young people to:

- Build the foundational, and independent living skills
- Increase their confidence and self-efficacy through a range of Health and wellbeing activities
- Build team and group work skills through a community-based group project
- Assist in the development of a support network linked to their Leaving and Aftercare planning.
- Clarify available community resources and other natural supports in their lives
- Identify appropriate education, employment and training pathways
- Explore, test and trial different work experience, volunteer and volunteer-like activities and settings with young people to support the development of core employability skills

### The Role

The NSW State Manager forms part of the national management team, providing local site oversight and staff management of The Step Up Sydney team consisting of a Team Leader, Outreach Coordinator and Development Coaches. The role reports to the National Program Manager and is responsible for all program deliverables, from implementation to reporting and evaluation. The role is contracted in line with current funding, until June 30 2022. Service delivery locations will vary so the successful candidate must be willing to travel.



### **Key responsibilities and duties – Management**

- Manage the implementation of *Ladder Step Up Sydney*, ensuring operations are consistent with the Service Model and integrated effectively with partners.
- Leadership of staff, demonstrating the behaviours sought in others and ensuring they are consistent with our expectations of young people
- Chair and direct meetings and management with local Ladder staff, program partners and key stakeholders.
- Identify and manage identified risks relating to operational services
- Manage operational budget for *Ladder Step Up Sydney* programs and services

### **Key responsibilities and duties – Implementation, Delivery, Staff Support and Development**

- Developing a positive, professional and strengths focused relationship with staff and young people
- Delivery of aspects of the Step Up Program, and capacity building of the Step Up Team to deliver high quality programs and activities
- Management and capacity building of NSW Operational team, including supervision with each staff member, accountability of deliverables on workplan, along with support for areas of professional development

### **Key responsibilities and duties - Strategy and Program Development**

- Provide program development and leadership with refinement of program model
- Review and monitor *Ladder Step Up Sydney* program performance against the program deliverables and guidelines
- Provide expert advice on current local sector developments and opportunities to the Programs Manager
- Assist in the implementation of strategic initiatives and community engagement activities at a local level to increase awareness of Ladder
- Develop implementation plans for new Ladder programs locally in collaboration with other partners

### **Key responsibilities and duties - Partnerships**

- Build and maintain relationships with Ladder stakeholders including the Department of Communities and Justice (DCJ), AFL, Greater Western Sydney Giants Football Club, corporate supporters, program partners and philanthropic organisations where these are relevant locally
- Represent Ladder at local area forums, presentations and conferences
- Lead the development of new partnerships with agencies and referral pathways, managing key deliverables and outcomes associated with each partnership



- In conjunction with the National Programs Manager lead the growth and development of Step Up Sydney into new regions in Sydney and NSW.
- In conjunction with the Ladder Communications Coordinator assist with the promote and profiling of Step Up Sydney's programs and outcomes. As the leader of NSW programming advocate on behalf of Ladder to the Youth/Community Services sector.

### **Key responsibilities and duties - Reporting and Evaluation**

- Maintain oversight of Ladder database collection for *Ladder Step Up Sydney*
- Responsibility for all program reporting of the *Step Up Sydney* program to funding partners including The Department of Communities and Justice.
- Provide periodic reporting to the CEO for Ladder Board meetings.
- Identify and report on operational risks, ensuring Ladder meets its quality improvement obligations
- Be aware of our contractual requirements and ensure we are meeting and reporting against these milestones
- Oversee research and evaluation activities to improve knowledge and practice
- Analyse data to inform program improvements and best practice

### **Key Selection Criteria**

#### *Essential:*

- Tertiary degree in Social Work, Youth, Community Development, Education or a similar field
- High level leadership skills with significant experience in managing multi-disciplinary programs within a complex service environment, particularly in a youth setting in sport, social justice, health, mental health, homelessness, health promotion or community development.
- Experience managing staff including performance management, work planning and professional supervision.
- High level stakeholder experience and demonstrated ability in building partnerships and community connections in the Sydney region.
- Demonstrated ability to work with appropriate service providers/ program partners to manage risk and ensure relevant supports are provided to young people (ie. AOD or mental health issues).
- Demonstrated skills in project management, change management, outreach/community based program management.
- Knowledge and practical experience working with marginalised young people including; those facing barriers to employment or education, and culturally and socially diverse communities (CALD, Aboriginal and Torres Strait Islander, LGBTIQ).
- Excellent organisational, presentation and communication skills (both oral and written)
- Strong program development capabilities and experience working to facilitate workforce development and effective improvement strategies.



- Demonstrated problem solving and analytical skills to assess effectiveness of overall strategy and program outcomes
- Experience delivering on the requirements of Government funded programs/ projects
- Demonstrated experience successfully managing and implementing a new program or project

**Personal Requirements:**

- Display and adhere to behaviours consistent with Ladder's Values
- Must be honest, personable, of good character and a team player
- Demonstrated ability to give and receive feedback
- Capacity to build strong relationships with all stakeholders

The successful candidate will be required to have a NSW driver's licence, clear Working with Children Check and National Criminal History Police Check (NCHC).