



EMPLOYMENT PACKAGE

PO Box 69
34 Bay Terrace
Wynnum 4178
Ph: 3393 4176
Email: admin@babi.org.au
Website: www.babi.org.au

Thank you for your interest in applying for a position with BABI Youth & Family Service. BABI 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.

THE POSITION DESCRIPTION

The Position Description should be read carefully as it details the requirements and duties of the position.

Please note that, in terms of the selection criteria “demonstrated competency” or “demonstrated skill” means that you have actually used the particular competency or skill and can give and discuss examples of this use.

YOUR APPLICATION

The application is to include the following:

- a) **An Expression of Interest letter** (max. 2 pages) that clearly articulates with examples, your abilities and experience that you believe best qualifies you for the advertised position.
- b) **A resume/curriculum vitae** including the names, positions and telephone numbers of at least three referees who can comment on your competency in regard to the requirements of the position. Referees will only be contacted after an interview.

NOTE: Responses to selection criteria and referee checks are only required if you are invited to attend an interview.

Email to: admin@babi.org.au
Due by: **12 noon Thursday May 26, 2022**

Any further queries, contact Emina – phone: 3393 4176

BABI OFFICE HOURS ARE: Mon-Thurs - 9:00am- 5:00pm

SHORT-LISTING PROCESS

Initial short-listing is based on your expression of interest letter and your resume/previous experience. Short-listing will occur within one week of the closing date.

If you have not been short-listed you will be advised of this in writing as soon as possible.

INTERVIEW PROCESS

The interview panel will ask you questions that address the selection criteria and allow you to expand on your written submission. Each applicant will be asked the same questions and you will be provided with a copy of these questions fifteen minutes prior to your interview.

Questions are aimed at testing your knowledge and skill and may include scenarios to which you will need to respond. You should answer each question fully and succinctly, as the panel will see it as your responsibility to give all the factual evidence to support your application.

You will be offered time to ask any other questions you may have at the conclusion of the interview.

REFEREE CHECKS

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 ideally have been 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.

Reference checks are used to supplement the final selection decision.

SELECTION

If you are selected for the position you will be first contacted by telephone. You will be offered the position and 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 your interview, you will be advised of this in writing within two working weeks of the interview.

AGENCY PROFILE

BABI is a small-medium community based incorporated association providing a holistic response to young people and their families within the Bayside (Wynnum/Manly) and Redlands communities. Clients include young people and young parents (aged 16-21 years) who are homeless or at-risk, other young people (12-25 years) and the families of teenagers. BABI has been in operation since 1983.

BABI upholds the values of empowerment, integrity, innovation and excellence and is committed to collaborative work at all levels.

Our Vision:

“Building safety, wellbeing, independence and participation across the community.”

Our Mission (Purpose):

To provide accessible, equitable, responsive and inclusive support services to children, youth and families.

For more information, visit the BABI Website: www.babi.org.au

ORGANISATIONAL CONTEXT

BABI Youth & Family Service is committed to providing high quality accessible, respectful and participative services to homeless or at risk young people, young parents and the families of children and teenagers. Principles of honesty, transparency, respect, social justice and strengths-enhancement underpin all practice at BABI.

BABI currently operates five programs:

- Youth Accommodation - Specialist Youth Homelessness Service
- Family Support
- Youth Support
- Youth Engagement – LINX Youth Space
- Get Set For Work

Position Description Youth Development Coordinator (Full-time or part-time)

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| Reports To: | Youth and Family Team Manager |
| Direct Reports: | Youth Workers (<i>Community Youth Space</i>) |
| Remuneration Level | Queensland Community Services and Crisis Assistance Award 2008 (TPEO) - Level 5 |
| Key Liaisons: | Youth Case workers, youth and community agencies, Queensland Police Community Engagement Officers, BABI Team |

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| Role Purpose |
| To establish, manage and develop BABI's <i>Community Youth Space</i> including fostering and facilitating innovation in youth engagement as well as developing and maintaining robust outcome measures.. |

Key Focus Areas

- Leadership & Supervision within CYS
- Service Delivery & Enhancements
- Partnerships/Networks
- Data Collection, Analysis & Reporting
- Team contribution

Organisation Profile

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| <p>VISION</p> <p>“Building safety, wellbeing, independence and participation across the community.”</p> <p>PURPOSE</p> <p>To provide accessible, equitable, responsive and inclusive support services to children, youth and families.</p> | <p>VALUES</p> <p>EMPOWERMENT: <i>We empower people to develop greater confidence, to take more control of their own lives and become stronger and more independent.</i></p> <p>INTEGRITY: <i>Honesty, reliability and accountability are at the core of our organisation. We stay true to our word. We encourage transparent and open communication.</i></p> <p>INNOVATION: <i>We are creative in our delivery of services to and in our community. We put people at the centre of their own lives and they identify, reach for and obtain their own goals and aspirations.</i></p> <p>EXCELLENCE: <i>People receiving our services are at the centre of all the decisions we make. We are dedicated to high standards of practice and service delivery.</i></p> <p>COLLABORATION: <i>We are committed to developing and maintaining strong partnerships for the ongoing benefit of our service users and the wider community.</i></p> |
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Your Key Focus Areas

| Area | Key Success Indicator |
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| Service Delivery and enhancements | A high quality and well utilized CYS which delivers relevant and well supported activities and personal support. That it is delivered in accordance with the contractual requirements in terms of both budget and outcomes. |
| Leadership and Supervision within CYS | The CYS team is guided and supported to perform their roles to the best possible standard. That the CYS team becomes effective and innovative and in so doing models behaviours and interactions that contribute to the creation and maintenance of a safe and happy environment. That CYS assists BABI in achievement of its overall goals in line with its strategic plan. |

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| Partnerships/Networks | Key positive relationships are developed and partnerships maintained as a way of achieving the goals of the Community Youth Space and, in the first instance, meeting contractual obligations. Ongoing partnerships and collaborations are secured and managed in a way that best places BABI to achieve ongoing support and collaboration from other local service providers for the ongoing provision of CYS as an embedded service. |
| Data Collection /Reporting | The design of a robust evaluation system which includes: the timely collection of relevant data; its thoughtful analysis and timely reporting. Data collection is undertaken in a consistent manner. All relevant legislative and statutory requirements, service agreements and BABI policies and procedures are followed. |
| Team Contribution | Supporting and contributing to a highly productive Community Youth Space team & (more generally) BABI in achieving high quality outcomes. |

| What You Need To Succeed | |
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| <ul style="list-style-type: none"> Well-developed skills to lead and manage including the ability to guide and inspire staff. Excellent decision-making skills including the ability to assess situations to determine the importance, urgency and risks. Ability to make clear decisions in the best interest of the young people, staff and the organisation. Highly developed relationship building and engagement skills including with the community and a range of partner organisations including the QPS. Well-developed project management and planning skills including the ability to effectively design engaging activities and in so doing integrate suggestions from the Youth Voice Committee. | <ul style="list-style-type: none"> Demonstrated skills and experience in working with at risk young people from diverse cultural and socio-economic backgrounds including the ability to work alongside young people individually, in groups and in outdoor education activities. Ability to establish and maintain rapport with young people and positively engage and motivate them to participate in the available development activities Qualifications in Social work, Youth Work, Community, Human Services or other relevant disciplines. One-to-one counselling skills will be favourably considered. A current 'Working with Children' Blue Card or eligibility to obtain one Current unrestricted open Driver's Licence would be favourably considered Some flexibility to work outside regular office hours |

| Delivering Results | |
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| CYS Leadership & Management | |
| Key Success Indicator | Achieved By: |
| The CYS is established and operates in a professional manner. The goals of CYS are achieved. CYS staff are supported and guided and successfully undertake their roles | <ul style="list-style-type: none"> Timely and successful set-up and ongoing operation of a suitable and attractive CYS space. Overseeing the recruitment, onboarding (including induction training) of CYS staff and volunteers Provision of ongoing day-to-day support, guidance and feedback to staff and volunteers, where relevant, to ensure high-quality service delivery. Undertaking formal performance management with direct reports. Ensuring that all CYS staff have access to relevant professional development opportunities and that the conditions which are likely to enable them to incorporate their learnings into their day-by-day practice are present. Providing or ensuring the provision of professional/practice supervision for staff within CYS. Actively participating in the BABI Leadership Group, contributing to the deliberations of that group and working together to achieve BABIs goals, milestones and actions associated with the Strategic & Business Plans. |

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| | <ul style="list-style-type: none"> Establishing a collaborative and ongoing relationship with the Youth Voice Committee including, to the greatest extent possible, incorporating suggestions from that group into the CYS program. Developing high quality and attractive programs for CYS users. Keeping the Youth and Family Team Manager informed of progress on the operation of CYS and providing her with timely updates about all and any issues of note including immediately alerting her to all perceived risks relating to the operation of CYS. Complying with all contract requirements under the Safer Communities Grant arrangements and ensuring that all reporting requirements specified under that contract are met. Identifying and following discussions with the General Manager and, if appropriate, BABI Leadership Group, pursuing any ongoing funding opportunities As required by the General Manger, prepare progress reports or other material relating to CYS in order to update BABI Board and/or account for and promote BABI's activities. |
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CYS Service Delivery

| Key Success Indicator | Achieved By: |
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| Professional, effective, high quality and engaging CYS programs. A CYS program timetable of activities that is diverse and challenges users of the service to achieve their goals. . | <ul style="list-style-type: none"> Ensuring a timely, client-centered program of activities that targets the aspirations and needs of BABI clients and other users of the CYS space and excites them to become involved Striving for continuous improvement in the programs and individual activities offered to BABI clients and other CYS users Clients who use or access CYS space and the activities that are sponsored by it on a repeat and ongoing basis Gaining press coverage or other publicity of visits from and/or support by a diverse range of significant community opinion leaders who endorse the CYS and/or other BABI initiatives. Representing BABI Youth & Family Service and in particular the Community Youth Service (CYS) at community events and network meetings as required Providing information as required about all and/or other of BABI's suite of program offerings. |

Partnerships/Networks

| Key Success Indicator | Achieved By: |
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| Develop positive and productive partnerships with key stakeholders. Source information, activities and resources to create new opportunities and improve services provided to young people. | <ul style="list-style-type: none"> Developing and maintaining appropriate partnerships with key stakeholders including the Queensland Police Service and other service providers. Building appropriate and effective referral networks with relevant and youth friendly government and non-government organisations. Representing BABI Youth & Family Service at community events and network meetings as required Linking with other youth and community service providers to maximise resources and opportunities for young people's participation and engagement in successful community living |

| Data Collection/Compliance | |
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| Key Success Indicator | Achieved By: |
| Ensure data collection and reporting is provided in an accurate and timely manner. Follow all relevant legislative and statutory requirements, service agreements and BABI policies and procedures. | <p>Fully comprehending the requirements to deliver the Community Youth Space project and accompanying grant as set out in the Safer Communities Grant contract including:</p> <ul style="list-style-type: none"> • Establishing the framework to monitor and evaluate service delivery – programs and activities as required • Collate monthly reports as required by the General Manager • Ensure the entering of data into various data systems accurately and in a timely manner • Ensure relevant client confidentially and informed consent is obtained when required • Maintain program and individual client records as necessary. • Understand and ensure compliance with relevant legislation, program guidelines and organisational policies and procedures |

| Team Contribution | |
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| Key Success Indicator | Achieved By: |
| Actively participating in and contributing to a highly productive Community Youth Space team & (more generally) BABI in achieving high quality outcomes. | <p>Understanding your own role and the role of others in your team and working cooperatively with your manager and colleagues by:</p> <ul style="list-style-type: none"> • Diligently and cooperatively undertaking your role • Promptly responding to requests from your manager • Supporting your colleagues and, during times of high workloads, providing assistance as requested or agreed by your manager • Attending regular supervision meetings and acting on any feedback provided during those meetings • Actively participating in the annual performance and development planning process with your manager • Generally contributing to the achievement of a productive, respectful and supportive workplace and team culture and thus modeling respectful, purposeful and productive relationships to the at-risk client young people. |

REQUIREMENTS including QUALIFICATIONS

Essential

- Well developed leadership and management skills with preferably a track record in implementing and managing ambitious projects
- Ability to manage a roster which includes working outside regular hours
- Expertise in managing a program that requires accountability and transparency
- Well-developed collaborative and partnership building skills.
- Skills and knowledge in working with at-risk young people
- A respectful and supportive approach with at-risk youth including the ability to engage, build rapport and trust with these clients
- Demonstrable youth and community development experience - preferably in a youth service
- Highly developed communication skills including both verbal and non-verbal communication skills

- Ability to contribute to a positive and constructive attitude/culture towards clients and the organisation as a whole
- Well-developed time management and organisational skills
- Qualifications in Youth Work, Community or Human Services and/or other relevant disciplines. One-to-one clinical counselling skills will be well regarded

Desirable

- Availability to work outside regular office hours
- First Aid Certificate
- Current Driver's Licence
- Blue Card or ability to obtain a Blue Card
- Proficient Computer skills (word, excel, windows, outlook, client management system, data collection systems etc.)

KEY SELECTION CRITERIA

- SC1** Expertise and skills in leading and managing a major start-up project within a defined time and budget. Demonstrated ability to work within a broader Leadership Group and leverage off their extensive expertise and knowledge of the needs of the target groups. Success in undertaking a similar project would be well regarded.
- SC2** Ability to successfully lead and manage a team of Youth Workers, visiting consultants and from time-to-time, other volunteers. This includes providing day-to-day guidance, support and feedback.
- SC3** Well-developed collaborative skills and the ability to build relationships with and manage ongoing collaborations and partnerships with key stakeholders and community groups including the Youth Voice Committee and the Queensland Police Service.
- SC4** High level communication and interpersonal skills that enable the building of trusting and empowering relationships with at-risk young people, including those from cultural and socio-economic diverse populations.
- SC5** Well developed critical and analytical skills to assist in the ongoing development of well targeted and appropriate programs for the emerging and changing needs of the client group.
- SC6** Ability to professionally represent and lobby BABI generally and the **CYS** particularly at public meetings and with funders and other government bodies
- SC7** A knowledge of and familiarity with the not-for-profit sector and the issues surrounding at-risk youth, youth homelessness, and its relationship with subsequent interactions with the legal system.

CONDITIONS OF EMPLOYMENT

This position is based on a **24 Months Fixed Term contract on a part-time basis** (30 hours per week – 4 days), with a possibility of negotiating full-time hours. **The position is classified at Level 5**, and is paid in accordance with the Queensland Transitional Pay Equity Order derived from the Queensland Community Services and Crisis Assistance Award 2008. The terms and conditions of employment are those applying under the Social, Community, Home Care and

Disability Services Industry Award 2010 in conjunction with the National Employment Standards. The NES and Award/Agreement are not incorporated into this contract as BABI is already required to provide these terms and conditions to their employees.

Participation in BABI events/activities/meetings will involve weekend and out of normal hours work.

PERFORMANCE MANAGEMENT

Probationary and annual performance appraisals in accordance with the organisation's policies and procedures, strategic directions and operating principles will be conducted.