



Position Description

Position Title:	Industry and Workforce Development Officer
Position Status:	Full-time (35 hours per week), fixed-term contract to 30 June 2027 (may be possibility to extend)
Location:	Yfoundations, 619 Elizabeth Street, Eora Nation, Redfern
Award classification:	Level 5.1 – Social, Community, Home Care and Disability Services (SCHADS) Award
Report directly to:	Head of Operations and Sector Support, Yfoundations

About Us

For over 40 years, Yfoundations has served as the NSW peak body advocating for children and young people at risk of and experiencing homelessness, and the services that provide direct and crucial support to them. We are a membership-based organisation with a network of over 50 organisations across NSW.

Yfoundations aims to create a future without youth homelessness. We work collaboratively with service providers, NGOs, government departments and community members to provide policy advice, sector development and other projects that support and advocate for services for children and young people experiencing homelessness and an end to child and youth homelessness in Australia.

Role Overview

As Industry and Workforce Development Officer, you will be responsible for leading and delivering key project deliverables for the youth specialist homelessness services (SHS) sector under the SHS Industry and Workforce Development Program (the Program), which aims to build the capacity of the homelessness services sector. Yfoundations works in partnership with Homelessness NSW and DVNSW to deliver the Program with funding from the NSW Department of Communities and Justice (DCJ).

The objectives of the Program are to:

- equip the sector to provide quality services to service users that demonstrate best practice
- deliver and support sector collaboration and networking (at local, district and state levels) that ensures an integrated, efficient and accessible service system
- ensure a highly skilled and sustainable homelessness workforce.

Working closely with the Head of Operations and Sector Support and other Yfoundations staff, the other NSW homelessness peak bodies (Homelessness NSW and DVNSW) and youth homelessness service providers, you will be responsible for designing, producing and implementing initiatives that deliver on the following workforce development priorities:

1. Identify and implement best practice and innovative approaches towards building the sector, including recruiting, retaining, and supporting career progression for staff with a particular focus on Aboriginal staff, staff with lived experience, staff from culturally and linguistically diverse backgrounds and staff from regional and remote areas.
2. Provide leadership, education, and collaboration to assist SHS to further develop their knowledge, capabilities and competencies in delivering client outcomes.
3. Strengthen SHS capacity to provide culturally appropriate and safe services for Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds.
4. Support SHS to prioritise workplace health, safety and wellbeing.
5. Support SHS to prepare for commissioning in 2026 by providing resources, including webinars, information sessions, etc.

As a key initiative of Yfoundations, the Industry and Workforce Development Officer will support the ongoing development and lead the implementation of the Good Practice Guidelines for youth homelessness services.

The Industry and Workforce Development Officer will represent Yfoundations in relevant meetings with Yfoundations' members, DCJ and other stakeholders as delegated, and develop and maintain effective working relationships with all stakeholders. You will be responsible for meeting and complying with governance, reporting and other SHS Industry and Workforce Development Program requirements.

Travel to various locations throughout NSW will be required.

Contacts and Critical Relationships

Internal

Internally the Industry and Workforce Development Officer reports directly to the Head of Operations and Sector Support. You will also respond to requests from the CEO and work with other Yfoundations team members to ensure policy and communications input across projects as required.

External

Externally the Industry and Workforce Development Officer will work closely with the other homelessness peak bodies, relevant DCJ staff, the youth homelessness services sector and other relevant stakeholders to develop and deliver initiatives under the SHS Industry and Workforce Development Program.

Duties

Program development and design

- Strategically identify and explore the challenges for youth homelessness service delivery through engagement with front-line practitioners, service provider leadership and the available evidence base.

- Conduct training and capacity building needs analyses informed by broader contemporary policy directions and evidence.
- Contribute to the ongoing development of the Program work plan to deliver the objectives of the Program.
- Design, develop and deliver training and capacity building initiatives in partnership with the sector and other stakeholders, informed by the evidence base and engagement with the sector, and in line with the Program priorities.

Policy analysis, development and implementation

- Contribute to the ongoing development and implementation of the Good Practice Guidelines for Youth Homelessness Services, including the development of online resources.
- Analyse and provide advice on policy issues for children and young people experiencing homelessness and the services that support them, with a particular focus on the intersection between the industry and workforce and service delivery outcomes.
- Contribute to the broader Yfoundations policy environment as required.

Project and contract management

- Oversee the development and implementation of multiple training and capacity building initiatives within the Program budget and required timeframes.
- Engage and manage contractors involved in the development and delivery of training and capacity building initiatives.
- Monitor progress and escalate and take corrective action as required to ensure compliance with budget and timeframe requirements.

Program communication and promotion

- Develop and implement a strategy to communicate and promote training and capacity building opportunities established under the Program to the youth homelessness sector.
- Utilise multiple communication channels informed by the preference and needs of Yfoundations members and the sector more broadly.

Collaboration and relationship building

- Work collaboratively with relevant staff at Homelessness NSW and DVNSW in the design and delivery of initiatives under the Program.
- Establish effective strategic relationships with key stakeholders within the youth homelessness sector and engage the sector in the design of relevant projects and initiatives.
- Build relationships with subject matter experts and organisations in the industry and workforce development field.

- Work effectively with relevant staff at DCJ in consultation with Head of Operations and Sector Support.

Program monitoring, evaluation, reporting and governance

- Establish effective mechanisms to monitor implementation of Program initiatives.
- Design and incorporate evaluation in projects and initiatives delivered under the Program.
- Participate in quarterly governance meetings with DCJ, Homelessness NSW and DVNSW.
- Prepare and present performance and other reports as required.

Accountability, professionalism and reporting

- Adhere to the contract management policies and procedures of Yfoundations, working within budget and within the limitations of contractual obligations.
- Provide timely and relevant reports to the Head of Operations and Sector Support and the CEO as directed.
- Ensure compliance with relevant policies and the legislative or contractual requirements for individual projects or issues.
- Maintain and uphold all aspects of organisational confidentiality, including but not limited to projects, policy positions, intellectual property, programs, etc.
- Develop effective, professional working relationships with other staff, Yfoundations members, young people experiencing homelessness, and other relevant key stakeholders from multiple stakeholder groups.
- Work towards organisational and team goals and objectives efficiently and effectively through communication, knowledge sharing, information exchange, and ideas.
- Pro-actively seek ways to improve outcomes for your own work and Yfoundations as a whole.

Challenges

The main challenges faced in this position include:

- keeping abreast of a wide variety of policy and sector development issues in child and youth homelessness service delivery
- prioritising and balancing ongoing project responsibilities with new and emerging issues
- ensuring members and the wider sector are kept informed of important developments with timely, appropriate communications
- maintaining and developing professional relationships with a variety of diverse stakeholders.

Employment requirements

- It is a pre-condition of any offer of employment in the position that the applicant has a verified Working With Children Check and national criminal history check clearance and that this is maintained for the duration of the employment period.
- All employees are required to comply with the Yfoundations Code of Conduct and other policies and procedures.