



position description

Job Title:	ES Program Advisor
Position ID:	6603
Location:	Yuggera/Tuurbal Milton Kingston Hybrid
Division/Programme:	Employment Services (ES)
Immediate Manager:	Employment Services Operations Coordinator

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

yourtown has a zero-tolerance approach to abuse and we believe that Safeguarding is a shared responsibility of all, for all.

purpose of the position

Provides analysis and reporting of information to inform and assist in the achievement of the Employment Services (ES) program targets, objectives and contract requirements including financial and operational analysis. The role will also provide input into the development of tenders, contracts, submissions, and performance improvement strategies that relate to Employment Services (ES) or other Employment related programs.

responsibilities

May include, but are not limited to

- Analysis and reporting on information related to **yourtown's** performance of contracts and the achievement of Employment Services (ES) delivery objectives and KPI's.
 - Analysis of performance data, identify trends and provide recommendations and commentary to be used to improve performance.
 - Prepare and provide performance reports.
 - Dissemination of information to ES team members.
 - Collect and collate returned information from a variety of internal and external stakeholders and make this available to relevant staff.
 - Maintenance and the coordination of performance data with yourtown's systems.
 - Collection and provision of data to inform yourtown Board reports in relation to performance.

- Identify, develop and maintain systems and monitoring tools to support the above.
- Develop, monitor and maintain processes and systems that support quality practice and services delivery standards within contracted program delivery.
 - Analysis of financial data and development of financial modelling to assist the development of the budget.
 - Review and develop policies and procedures as required and advise on operational impacts and enhancements.
 - Formulate and advise on strategic operational matters with the aim of improving performance.
 - Interpret contractual obligations and Departmental advice and direction, and internally communicate changes of procedures and priorities.
 - Identify, perform, and participate in internal/ external audits including the preparation of supporting documentation.
 - Document process and prepare audit findings and where required conduct follow up audits to monitor service delivery expectations.
 - Moderate, facilitate and where required train staff on new or existing processes to support with consistency and best practice across the teams.
- Ensure timely and accurate claims are processed for outcomes for young people in line with relevant compliance requirements:
 - Ensure that all outcomes, wage subsidy and other government incentive payment commitments are processed in accordance with the Government documentary evidence guidelines and within the required time frames
 - Maximise all outcome revenue claims, while ensuring that they are appropriate and do not result in any recoveries by the Government
 - Follow up on any outstanding claims and wage subsidy payments with the relevant program team members
- Manage the Complaints and Feedback process
 - Receipt complaints and feedback and input into the relevant systems.
 - Disseminate complaints and feedback to Managers.
- Maintain relationships with Internal and External Stakeholders.
 - Attend and participate in teleconferences, webinars and meetings, including note taking as required.
 - Host teleconferences, webinars and meetings as required.
 - Develop guidance cards and procedures for staff as required.
 - Assist in the Member Care and yourtown Plus teams as required.
 - Assistance in contract management as required.
- Participate in and meet the requirements for Practice Supervision and Client Skills Training.
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:

- Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective.
- Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services.
- Participating in and meeting the expectations as agreed pursuant to the Organisational Performance System processes.
- From time to time be required to assist in other locations and travel intrastate, or interstate, as required.

at **yourtown** our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.
- Invest in their own ongoing professional development and leadership capability through active learning, seeking feedback and participating in **yourtown** leadership impact opportunities.
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce.
- Engage respectfully and meaningfully with Aboriginal and Torres Strait Islander communities, stakeholders, clients, and colleagues. Actively support initiatives identified in **yourtown's** Stretch Reconciliation Action Plan 2023 – 2025.

selection criteria

Essential knowledge, skills, abilities:

- Relevant tertiary qualifications and a minimum three (3) years' experience across employment services or data analysis, or a minimum of six (6) years' experience within a senior analytical or reporting position within a government funded employment service (or related field).
- Current working knowledge of Government 'fee for service' and grant based service delivery contract requirements.
- Excellent written and verbal communication skills and interpersonal skills, with demonstrated ability to develop and produce professional documentation – for internal and external purposes.
- Demonstrated ability to develop and maintain key business relationships; specifically between government representatives and internal staff, at all levels.
- Demonstrated ability to identify key issues and develop program specific responses to ensure yourtown's program contract requirements and performance targets are met or exceeded.
- Demonstrate an understanding of and commitment to the opportunities for change in the lives young people available through enhanced employment, education and training outcomes.

requirements

The ES Program Advisor must always:

- Comply with the relevant state or territory requirements for working with children

- Maintain satisfactory National Criminal History Check
- Comply with Department system access requirements, including establishing and maintaining a valid myID account for secure authentication.
- Possess an unrestricted current Driver's Licence
- Comply with **yourtown** immunisations requirements
- Demonstrate professional conduct, behaviour and communication that is in line with **yourtown's** Values and Behaviours as outlined in the Code of Conduct
- Maintain confidentiality and discretion in all matters
- Align to our mutuality of safety for self, others, and in our workplaces
- Uphold the **yourtown** safeguarding commitment in every aspect of your role

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
V1.2	Viv Stark	22/04/2024	22/04/2024	Reporting line change
V2	Jodie McAloney	10/06/2025	10/06/2025	Establishment of TTW Operations Team within business area – operating model change
V3	Viv Stark	07/10/2025	07/10/2025	Include reference to compliance with department systems & claims processing