



## POSITION DESCRIPTION

### 1.POSITION DETAILS

|                        |                                                          |
|------------------------|----------------------------------------------------------|
| Position Title         | Assistant Director of Social Services                    |
| Company                | Yugul Mangi Development Aboriginal Corporation           |
| Location               | Ngukurr, NT                                              |
| Reports to             | Director of Social Services                              |
| Supervises             | Nil                                                      |
| Position Type          | Full Time                                                |
| Award & Classification | Social Community Home Care and Disability Industry Award |

### 2.ABOUT THE JOB

The Assistant Director Social Services is responsible for planning, organising, directing, coordinating, and evaluating the various aspects of the Social Services program, ensuring effective support and contribute to the effectiveness and consistency of YMDAC's operations and outcomes through actively fostering and maintaining progressive relationships with management. The position will contribute to business improvement activities and assist the Director Social Services YMDAC in building and strengthening relationships to contributing to positive outcomes for the program and community outcomes.

### 3. MAIN TASKS

#### Service Design and Delivery

- Assist the Director of Social Services with planning, organising, and managing the functions and services of YMDAC's Social Services Program.
- Acts in the absence of unavailability or delegated authority of the Director of Social Services and provides administrative direction to other managers as required under the program.
- Assist in designing and delivering services for individuals and groups.
- Assist in managing the continuous improvement of frontline service delivery.
- Assist in ensuring a consistent standard of quality in accordance with regulations relevant legislation and funding agreements.
- Assist in facilitating compliance and reporting standards to ensure that YMDAC's Social Service business activities align with licensing and contractual requirements, legislation and industry standards and policy.
- Contribute to policy and procedure in line with legislation, regulations, and industry standards.
- Maintain a framework informed by and compliant with relevant legislation, regulations, standards and policies and procedures.
- Contribute to the effective functioning and development of operational innovation through involvement in projects and review of the organisation's effectiveness and efficiency.
- Commitment to a culture of evidence informed best practice, strong risk management, and continuous improvement.
- Ability to perform program management and community development activities and responsibilities.
- Core responsibilities of the role involve community liaison, program administration, staff mentoring, tender support and contract compliance.

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### People and Engagement

- Lead and develop teams and maintain responsibility for practice quality among frontline staff with diverse and complementary skillsets.
- Thirty-five percent of the time allocated to the role will involve program supervision, staff mentoring, training and operational coordination.
- Assist in fostering a positive culture of service innovation and excellence while maintaining a focus on relevant outcomes for clients.
- Promote the development of staff, performance monitoring, and management processes in relationship with the People and Engagement business unit.
- Ensure the facilitation of team meetings and critically reflective supervision.
- Onboard and train new and existing members of staff to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures.
- Develop practical and forward-thinking solutions to problems arising in the course of implementing change.

### Leadership

- Assist the Director of Social Services to develop policy and priorities and have oversight responsibilities in areas by the Director for services, structure controls, and reporting systems for the continuity of effective delivery of program.
- Fifteen percent of time allocated to the role will be to provide executive support to the director of social services and Board reporting.
- Selects, assigns, directs, and evaluates the performance of assigned management, supervisory and other personnel; establishes staff work standards and expectations, monitors work quality and productivity, directs and authorised employee performance improvement and/or disciplinary measures as required.
- Provide appropriate and effective leadership and management of diverse staff teams, including subordinate managers, employ a variety of communication resources and approaches to affect positive outcomes and build rapport throughout the community, establish service standards and measurements, and focus on their delivery as a major goal to meet client needs.
- Assist to maintain leadership standards through demonstration of values-based leadership and actively promote values-based behaviours within YMDAC.
- Assist in driving a culture of openness, feedback and productivity by coaching and developing team members to achieve their full performance potential and conduct constructive and timely management of non-performance or team issues.
- Respond to and or escalate complaints and grievances.

### Planning and Strategy

- Contribute to business strategies and implement economically and contractually viable processes and procedures.
- Prepare and deliver reports as required in an efficient and timely manner.
- Assist the Director Social Services to develop funding submissions and strategic program development to deliver exceptional support to participants and to ensure continued growth of community-based services.
- Provide timely feedback to the Director of Social Services on risks, issues, and opportunities.
- Consult with government and community leaders.
- Consults regularly with the director of Social Services, providing considerable input in the development and implementation of department strategic goals and objectives related to the program's missions.

### Finance

- Contribute to the development of annual budget projections.
- Twenty percent of time allocated to the role will involve financial monitoring, contract compliance,



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reporting, and tender preparation.

- Ensure the efficient utilisation of YMDAC's resources.
- Commitment to income and expense management targets
- Provide a high level of joint and independent action decision making and analytical and critical thinking to evaluate complex problems and recommend appropriate solutions.
- Assist the Director of Social Services to prepare and administer budgets and financial records.

### Relationships

- Successfully build and maintain cooperative and effective working relationships and work closely with, and promote involvement of community, executives, diverse groups, stake holders, and individuals to identify and deliver services that meet the needs of the strategic vision goals and objectives of our programs.
- Thirty percent of time allocated to the role will be spent on community advocacy, stakeholder negotiation, and culturally safe youth/family engagement.
- Foster strong positive and mutually beneficial relationships with government agencies, funding bodies, referral agencies, and influence in the community
- Continue a well-established advocacy tradition and connect with stakeholders and funders to further build social capacity.
- Share personal knowledge, skills, and networks across the organisation.
- Commitment to building and sharing best practice across the sector.

### Workplace Health & Safety

- Ensure all team members and operations adhere to requirements, policies, and procedures in line with regulations and legislation as well as equal employment opportunities and employment diversity principles and practices.
- Ensure 100% of incidents and injuries are reported and corrective actions are taken in accordance with WH&S policy.

*While a representative of the duties and responsibilities of the role, this Employment Position Statement does not imply that these are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.*

## 4. SELECTION CRITERIA – WHAT WE LOOK AT WHEN WE PICK SOMEONE FOR THE JOB

- Must hold an academic qualification in Community Development or Social/Behavioral Sciences.
- Well-developed written skills to prepare and deliver report writing in a timely manner.
- Well-developed conceptual and analytical skills and the ability to undertake complex assessments and decisions making.
- Well-developed communication skills, including the ability to negotiate with and advocate for children, youth, and families and to communicate sensitively and effectively with Aboriginal and Torres Strait Islander people.
- Demonstrated knowledge and skills, or the ability to rapidly acquire the knowledge and understanding of skills required to deliver:
  - Child, Youth and Family support services
  - Family intervention and therapeutic services
  - Community and stakeholder collaboration, engagement, and strategic planning
  - Promotion of local decision making and cultural governance
- An ability to communicate with influence including the ability to structure written communication so that it is easy to follow and to adapt communication style to address the needs of different people.



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- An ability to facilitate the growth, education, and development of others on an individual, family and community level including a willingness and ability to provide services in remote locations.
- An ability to form and maintain productive working relationships with team members and external partners to achieve results.
- Must either hold or have the ability to obtain an Ochre Card and a National Police Check

### 5. EMPLOYEE ACCEPTANCE

|                             |  |
|-----------------------------|--|
| <b>Name of Employee</b>     |  |
| <b>Date of Commencement</b> |  |
| <b>Signature</b>            |  |
| <b>Date</b>                 |  |