Position Description

Program Manager, Youth

Branch	Community, Family and Youth
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 7
Reports to	Senior Manager, Youth and Health Services
Supervisory responsibilities	< 6 Reports
Budget Management	Complex with Broad Accountability
Probationary period	6 months from date of appointment
Position description created	July 2021
Approved by	Senior Manager People and Culture
Review date	June 2022

Our Values

Integrity   Acting fairly, honestly, openly and consistently.

Inclusion   Valuing diversity, connection, belonging and social justice for all.

Learning   Improving our knowledge and understanding.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

Our Behaviours

We problem-solve with our customers   **We** celebrate success   **We** treat everyone with dignity

We own our actions   **We** turn challenges into opportunities

Position Purpose

The Community, Family and Youth Branch delivers high-quality services across the continuum of support, including early intervention, diversion, health and wellbeing and intensive support programs in the focus areas of health, mental health, welfare, referral, housing and employment services. Within program guidelines, teams deliver both funded and fee-paying offerings to ensure access to the appropriate levels of service and support. Support is underpinned by a practice framework using strengths-based trauma informed practices to support people in building their own capacity and resources for positive change.

Our teams celebrate and acknowledge diversity working across sectors and collaborating with community including schools, employers, housing, health and social service providers to facilitate strengthened personal, social and cultural connection, and improved health and wellbeing.

The Youth Team delivers high-quality youth services across the spectrum of need from aspiration-building through to early intervention and high intensity programs. They deliver both funded and fee-paying offerings to ensure young people have access to the appropriate levels of support when they need them. The Youth Team works closely with other stakeholders to ensure wrap-around support and understands the importance of strengthened family, social and cultural connection.

The Manager, Youth coordinates the provision of high quality services to achieve optimum levels of service delivery and client outcomes in line with the Social Futures Practice Framework requirements while ensuring business performance outcomes, standards and compliance requirements are met.

Key Accountabilities

A high-level description of the most critical and important aspects of the position

- Manage Youth Program Workers and designated programs in consultation with senior management of Social Futures to ensure program outcomes and key performance indicators are met in line with Social Futures Practice Framework and contract requirements
- Ensure the Youth Program achieves a high standard of service delivery and service outcomes for customers and other service providers
- Provide quality supervision and support to program staff and/or team leaders
- Oversee and monitor financial expenditure and acquittals
- Facilitate quality improvement activities to ensure ongoing improvement of service outcomes
- Oversee systems and processes to ensure the effective management of quality, safety, and risk across the teams
- Facilitate governance and compliance systems and processes to ensure the effective management of WH&S and legislative compliance
- Oversee planning and reporting systems and processes to ensure performance measurement, monitoring and reporting requirements are met
- Develop, maintain and promote internal and external networks, referral pathways, collaborative opportunities and partnerships with relevant government, non- government and private sectors

Key challenges

Challenges regularly encountered in the position which describe the complexities the position is expected to manage

- Management of competing priorities to deliver Organisational goals and objectives, within a demanding and complex service delivery environment
- Balancing business and performance outcomes with staff and stakeholder expectations
- Supporting program growth and development and ongoing changes to program delivery, with a focus on an evidence based service delivery model

Key relationships

The key stakeholders and customers the position is expected to interact with routinely

Who	Why
Internal	
Manager	• Provide advice to influence service outcomes and support organisational improvement • Report on performance against agreed measures and discuss future directions • Identify emerging issues and risks and their implications and propose solutions
Direct Reports	• Manage, guide and support to achieve agreed goals and objectives • Provide direction, set performance expectations and manage performance and development
Team	• Contribute to the team's achievement of its key performance indicators
Broader Social Futures Team	• Provide active, contributing leadership, advocating the organisational vision, strategy and values, and inspiring a performance driven culture • Provide expert advice on services and activities of the Team
External	
External customers and participants	• Facilitate relationships to ensure services meet current and evolving needs and expected service delivery standards • Engage in service design and evaluation, to continually improve operations, service delivery models and solutions
Funding agencies, delivery partners, community and government	• Develop, promote and manage relationships to support the development of programs and services to meet current and evolving needs • Establish collaborative networks and relationships to share ideas and learnings, maintain currency of issues and leverage intelligence

Capabilities

Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Advanced
	Act with Integrity	**Adept**
	Manage Self	Advanced
	Value Diversity	Adept
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
Results	**Deliver Results**	**Advanced**
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	**Advanced**
Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	**Adept**
People Management	**Manage and Develop People**	**Advanced**
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	**Advanced**

Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

Group	Level	Behavioural Indicator
Personal Attributes Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Advanced	• Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Results Deliver Results	Advanced	• Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure organisational outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Demonstrate Accountability	Advanced	• Design and develop systems to establish and measure accountabilities • Ensure accountabilities are exercised in line with Social Futures' business goals • Exercise due diligence to ensure work health and safety risks are addressed • Oversee quality assurance practices • Model the highest standards of financial probity, demonstrating respect for public monies and other resources • Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks • Incorporate sound risk management principles and strategies into business planning
Business Enablers Project Management	Adept	• Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary

		● Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Advanced	● Refine roles and responsibilities over time to achieve better business outcomes ● Recognise talent, develop team capability and undertake succession planning ● Coach and mentor staff and encourage professional development and continuous learning ● Provide timely, constructive and objective feedback to staff ● Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way ● Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives
People Management Manage Reform and Change	Advanced	● Clarify purpose and benefits of continuous improvement for staff and provide coaching and leadership in times of uncertainty ● Assist others to address emerging challenges and risks and generate support for change initiatives ● Translate change initiatives into practical strategies and explain these to staff and their role in implementing them ● Implement structured change management processes to identify and develop responses to cultural barriers

Selection Criteria

Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities

- Tertiary qualifications or equivalent experience in health, psychology, social work, social science or social welfare, health promotion or similar
- Demonstrated experience in a management role in the social and human services sector
- Experience and knowledge of working with young people presenting with mental health and/or other complexities including trauma, homelessness and substance use
- Demonstrated knowledge of trends and models of service delivery for community, family, housing, employment and/or youth programs
- Excellent relationship, negotiation and conflict management skills with a proven ability to develop and maintain strong and effective relationships with government/funders, service providers, staff, peers and key stakeholders in the local community
- Experience in implementation and monitoring of quality assurance processes across customer service programs, including managing risk and program evaluation

All positions will require current National Police and Working with Children Checks as a condition of employment.

Inherent Requirements

Physical and psychological work environment characteristics that are inherent requirements of the position

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Regular
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Regular
	Work in an open plan office	Frequently
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
	Sit at a computer or in meetings for extended periods	Daily
People Contact	Liaise with our team members'	Daily
	Liaise with government, non-government, businesses, and other community organisations	Frequently
	Liaise with clients/customers	Daily
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones, mobiles, televisions, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Regular
	Use public transport including trains, buses, air travel and taxis	Rare

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

Position Evaluation

For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.

Element		
1	Planning of operations, projects, services or activities typically required of the position	Level G- Planning at an operational and delivery level is necessary to coordinate a range of activities across a number of Departments
2	Freedom of the position to act (autonomy)	Level E – Decisions will often be made without requiring further guidance from the next level of management
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job	Level E – Problems are not easily defined and require the application of analytical reasoning and broad theoretical knowledge to determine the appropriate solution
4	The level of verbal communication skills required of the position	Level E - Mediate and/or negotiate issues between parties to effectively resolve problems
5	The level of written communication skills required of the position	Level E – Write non-standard correspondence, reports, and submissions that require original content, wording, sentence and paragraph construction
6	Risk Consequence	Level D – Major
7	Minimum level of practical experience required of the position in addition to required qualifications	Level C – 2 years up to 3 years
8	Leadership and work coordination skills required of the position	Level E – Leadership and organisational skills are required to supervise and control a range of work areas or a Department The position is responsible for team building and development and for the achievement of a range of goals and objectives
9	Number of employees for whom the position is accountable	Level E – Up to twenty-five people
10	Annual value and complexity of expenditure and accountability for budget implications required of the position	Level C2

I hereby confirm I have perused this Position Description in its entirety, and as a result I have a sound understanding of the requirements of my role.

Signed:_____   Date: ___/___/___

Print Name:_____