

1. Position Identification

Title:	Youth Service Manager
Location:	Indigo Junction Youth Service
Level:	6 CASH Award
Hours of Work	MONDAY – FRIDAY
Date effective:	ASAP

2. Reporting Relationships

Responsible To (immediate Supervisor)	Program Manager
Number of Staff Positions (directly supervised)	8
Number of Staff Positions (indirectly supervised)	Nil

3. Organisational Values

All employees are expected to work to the vision, mission and values of Indigo Junction.

Vision

Everyone has the right to a safe place to live and grow. Homelessness is not OK!

Mission

Indigo Junction will:

- Provide safe, secure and affordable housing
- Promote independence, education and personal development
- Build capacity for social and economic participation.

Values

Dedicated Accepting Creative Informed

4. The key objectives of this position are:

- To provide supported crisis and transitional accommodation and related support services for young people who have experienced a crisis resulting in homelessness.
- To ensure clients are safe, supported and increase their knowledge and confidence to reduce the likelihood of future crises.
- To support young people towards more independent living by empowering them with life skills. Assist in restoring family relationships where possible.
- To ensure client outcomes are optimised through the services participation in local coordinated interagency responses.

5. The key duties and responsibilities of this position are:

Organisational

- Operate in accordance with the organisation's policies and procedures.
- Support the program manager to ensure accurate documentation of procedures pertaining to the service agreement.
- Operate in accordance with CPFS Service Standards and funding contract requirements.
- Support Manager to compile reports on service delivery activities to be presented to the Board and CPFS.
- Abide by the staff code of conduct.
- Coordinate referrals from designated agencies and liaise with Manager regarding case allocations.
- Supply reports to the program manager pertaining to any reportable incidents.
- Undertake a supervisory role in regard to reporting staff.
- Provide orientation and training to new staff.
- Administer staff rosters
- Implement procedures and maintain data collection for Indigo Junction contract requirements.
- Maintain good records and support program evaluation, reporting and audit processes as required.
- Other duties as directed by the program manager or chief executive officer.

Client Services

- Work within IJ's Trauma Informed Care framework (training and education provided for new staff).
- Under the direction of the Manager, oversee the implementation of effective and efficient delivery of case management in accordance with Service Agreements and the Indigo Junction Policy and Procedures Manual.
- Support planning and direct service provision that may include –
 - Intake and assessment.
 - Development of support plans.
 - Practical supports for the effective implementation of the support plan.
 - Monitoring and Review of Case Plans.
 - Case closure and exit planning.
 - Facilitating the provision of programs to meet identified needs and build on the strengths of the client group.
 - Foster a collaborative and coordinated and approach to ensure seamless service delivery with both internal and external services.
 - Reporting and evaluation of the service provided and outcomes for the client.

Community Liaison

- Develop and maintain strategic networks and relationships within the North East Metropolitan Region to ensure quality information and service referral options.
- Develop and maintain appropriate collaborative programs to promote quality outcomes.

Household Operation

- Ensure that the household is a safe, non-threatening environment.
- Coordinate all day to day household operational procedures.

6. Selection Criteria -

The skills, experience, qualifications and attributes needed to do this job

<i>a) Qualifications and/or training and/or licences</i>	<i>Essential</i>	<i>Desirable</i>
A tertiary qualification in a relevant human services area and at least 3 years appropriate experience; or demonstrated equivalent.	✓	

<i>b) Experience and knowledge</i>	<i>Essential</i>	<i>Desirable</i>
Sound understanding of the principles of Trauma Informed Care.	✓	
Experience and demonstrated competence in working with young people in crisis.	✓	
Experience and demonstrated competence in working with young people with multiple needs and issues.	✓	
A commitment to the notion of empowerment and self-determination.	✓	
Understanding of the cultural and social factors of homelessness and other crisis.	✓	
Experience in responding to alcohol and drug problems.		✓
Experience in a case management approach with an understanding of professional boundaries in relation to client work.	✓	
Experience in providing advocacy and referral.	✓	
Knowledge of community and government resources.	✓	
Cultural competency and experience working with young people from diverse backgrounds.	✓	

<i>c) Skills and attributes</i>	<i>Essential</i>	<i>Desirable</i>
High Level supervision, leadership and organisational skills.	✓	
High level of interpersonal skills.		
High level communication skills, both written and oral.	✓	

High level negotiation and advocacy skills.	✓	
High level self-management, time management and organisational skills.	✓	
Computing skills in word processing, spreadsheets and data-base.	✓	

<i>d) Training and/or licences and/or clearances</i>	<i>Essential</i>	<i>Desirable</i>
Current 'C' class driver's licence.	✓	
Current National Police Clearance.	✓	
Working with Children Clearance.	✓	
First Aid Certificate (or willingness to obtain one).	✓	

7. Certification

As the occupant of the position I have noted the statement of duties and responsibilities as detailed in this document.

Signature: _____
Youth Service Manager

Date: _____

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position. This position description is indicative at this point in time.

Signature: _____
Chief Executive Officer

Date: _____