

**Mission:** Concern Australia works in partnership with young people and children, creating opportunities for them to enjoy full and meaningful lives.

**Vision:** An Australia where young people and children have HOPE for a successful and positive life.

**Values:** Faith ♦ Integrity ♦ Respect ♦ Belonging.

|                              |   |
|------------------------------|---|
| <b>POSITION TITLE:</b>       | <b>Team Leader Volunteer Recruitment</b>  |
| <b>AWARD CLASSIFICATION:</b> | Band/Level: Social, Community, Home Care and Disability Services Industry Award 2010 MA000100, Level 5 (pay point depending on experience and qualifications) plus super and salary packaging |
| <b>DEPARTMENT:</b>           | Inside Out  |
| <b>DATE APPROVED:</b>        | 31/10/2018  |
| <b>LOCATION</b>              | North West Office (Desirable)   |
| <b>APPROVED BY</b>           | General Manager Business Operations   |

Concern Australia is a dynamic not-for-profit Christian organisation, which finds its roots in the work of Rev Dr John Smith who also founded the God’s Squad Christian Motorcycle Club in the 1970s.

Today we work with young people and children 5-21 years, creating opportunities for them to enjoy full and meaningful lives. Late 2016 we launched 2020VISION, our new Strategic Plan and we are working to realise four shared goals to be

PEOPLE-CENTRED ♦ LEADER ♦ PARTNER ♦ STEWARD

Our work focuses on the innovation, development and delivery of responses in the areas of Education; Housing & Homelessness; and Justice. Each year we connect 30,000 vulnerable young people across Australia through the following activities:

**Education**

- Values for Life – seminars within primary and secondary schools to 25,000 students, parents and teachers across Australia.
- LiveWires – an after school care and holiday programs for 80 school aged children and support to 40 families living in the Collingwood housing estate.
- Hand Brake Turn – pre vocational automotive training to 80 trainees per year

**Housing & Homelessness**

- Inside Out – the provision of Out-Of-Home-Care in partnership with the Victorian Government’s Department of Health and Human Services through the Enhanced Lead Tenant Program offered to young people living in 17 properties across metropolitan Melbourne.
- STEPS Outreach Service – support to over 500 homeless young people from the steps of Flinders Street station.

**Justice**

- Chaplaincy and support services for young people at the Malmsbury Youth Justice Centre.

**ORGANISATIONAL RELATIONSHIPS**

|                                  |  |
|----------------------------------|--|
| <b>REPORTS TO:</b>               | Manager Transition & Support   |
| <b>SUPERVISES:</b>               | Volunteer Support Workers  |
| <b>TRAVEL:</b>                   | Travel is required across Melbourne Region   |
| <b>INTERNAL LIAISONS:</b>        | Executive, Program Managers, Staff and Lead Tenants  |
| <b>EXTERNAL LIAISONS:</b>        | <ul style="list-style-type: none"> <li>• Government Departments – Health and Human Service, Justice, Education</li> <li>• Other Agencies</li> <li>• Service Providers</li> <li>• Young People</li> </ul> |
| <b>Financial Authority</b>       | Within the Concern Australia Financial Delegation  |
| <b>Decision Making Authority</b> | <ul style="list-style-type: none"> <li>• To execute assigned tasks against the program plan</li> <li>• Oversee day to day operations of the volunteer program within Inside Out</li> </ul>               |

**POSITION OBJECTIVES**

This role exists to support the Enhanced Lead Tenant model within the Inside Out program. The Lead Tenant (LT) role is a voluntary positions whereby the LT resides in the Concern Australia (CA) managed property with the young person to model, support and equip the young person with life skills that will promote independence.

Plan strategically for and manage the end to end lifecycle of the recruitment process of volunteer Lead Tenants in line with the Strategic and Program Plan. This includes the induction and ongoing support for the LT.

**KEY RESPONSIBILITIES AND DUTIES**

**1. Promotion and Recruitment**

- Responsible for, in consultation with the Communication Department, promoting the Volunteer Lead Tenant portfolio, (ensuring that all properties have 2 volunteers in them at all times)
- Liaison with universities, church groups, community centres and similar groups to ensure that the program is well placed for turn over
- Recruitment strategies explored and implemented in the Volunteer Lead Tenant space (with support from the HR department)
- Undertake and coordinate the recruiting, rigorous assessment procedures, induction and training of Volunteer Lead Tenants (as per DHHS program requirements)
- Provide individual assessments of potential Lead Tenants (in partnership with fellow Inside Out workers)
- Ensure the quality of Volunteer Lead Tenants is high and that they are well inducted into the program
- Consider Lead Tenant matching and dynamics within properties and at all times uphold the reputation of the program as well as the best interests of the young people

**2. Training and development**

- Coordination and delivery of group training of Inside Out Lead Tenants 4-5 times per year in line with DHHS and Concern Australia program requirements
- Coordination of Christmas in July for Lead Tenants and one volunteer recognition evening in conjunction (in December)

- Individual training delivered at Inside Out houses if issues are identified (intensive sessions as needed)
- Maintain Lead Tenant training attendance records
- Liaise with external training providers as required
- Assess pre-training skill levels so progress improvements can be monitored and measured after a Lead Tenant has completed the training identified for their development
- Identify training needs for the program through on going discussions with managers and youth workers (emerging trends and issues)
- Attend the fortnightly Inside Out team meetings as to ensure congruence across the program and follow up of issues, themes, trends
- Identify training needs through discussion with Program Managers, Volunteer Support Workers and via Quality Incident Reporting (QIR) statistics reported via the Quality Management Reporting (QMR).
- Follow up of and reinforcement of learning principles done at fortnightly meetings
- Ensure platforms are provided for Lead Tenant reflection and feedback

### **3. Supervision of Volunteer Support worker/s**

- Provide regular supervision and support to the Volunteer Support Worker according to CA policy
- Ensure professional development plans are in place for Volunteer Support Worker
- Support and supervise the Volunteer Support Worker in their oversight of the volunteer lead tenants
- Conduct regular audits to ensure that the Lead Tenant files are consistent, compliant and of high standard

### **4. Volunteer Lead Tenant support and Supervision**

- Support and supervise 6 Lead Tenants in their oversight of the young people in placement
- Meet with the Lead Tenant both formally and informally as a means of support
- Provide debriefing to a Lead Tenant, or organise external debriefing when a critical incident occurs
- Ensure that the Lead Tenants contribute to the development and implementation of each young person's case plan and individual goals
- Supervise the individual to assist young people to develop a broad range of social, employment and daily living skills and general life education
- Promote the involvement of each young person in the Lead Tenant house
- Develop a professional training plan for each Lead Tenant
- Conduct annual reviews on all Lead Tenants

### **5. House Meetings and House Audits**

- Plan, convene and chair WEEKLY house meetings with the Lead Tenants and young people
- Provide effective support and secondary consultation to Lead Tenants, within the framework of agency policy and procedures in relation to service delivery and role performance, feedback
- Oversee spot audits for house management to include food provision and allocated spending for young people activities in line with CA policy

### **6. Other**

- Be prepared to undertake some evening work as required when emergencies arise
- Undertake other duties as required
- Attend mandatory and other training as required

**QUALIFICATIONS, EXPERIENCE AND SUITABILITY**

- Tertiary qualification in either social work, youth work or social sciences
- A sound understanding of voluntarism and supervision.
- Knowledge on how to work with young people impacted by developmental trauma
- Highly competent in Microsoft Office applications, and knowledge of databases/client managements systems
- Previous work with disadvantaged and challenging young people
- Strong attention to detail and highly developed time management skills with the added ability to document accurate and complete data
- High energy and high level of interpersonal skills together with excellent written and verbal communication skills and the ability to liaise with people at all levels and backgrounds, internal and external to the organization
- Demonstrated professional case management skills, especially in crisis intervention and behaviour management.
- Ability to participate collaboratively and constructively within teams of peers, staff and other stakeholders, as well as initiative and effective personal judgement when working alone.
- A sound understanding of Leaving Care practice and initiatives
- Experience and/or a working knowledge of the out of home care sector

**INTERPERSONAL SKILLS**

- Friendly, positive and proactive approach
- Initiative and the ability to 'make things happen'
- Reliability and discretion: you will often learn of confidential matters
- Adaptability
- Communication, presentation, negotiation and relationship-building skills
- Organisational skills
- IT skills
- Problem solving skills
- Good discernment skills

**KEY SELECTION CRITERIA**

## Essential -

1. Demonstrated commitment in line with Concern Australia's Values
2. Relevant experience in a similar role
3. Ability to engage and support volunteers towards their goals
4. Demonstrated experience in working with all levels of management and external stakeholders
5. Working knowledge of Microsoft Office applications
6. Demonstrated experience in being an efficient problem solver and a well-organized coordinator
7. Valid Working With Children Check, satisfactory National Police Check (or international where required) and valid Australian Driver's License

## Desirable

1. Knowledge of the Youth Justice system and Child Protection out of home care systems
2. Experience in support and case management of adolescents