

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.

POSITION TITLE:	Manager Transition & Support
AWARD CLASSIFICATION:	Band/Level: Social, Community, Home Care and Disability Services Industry Award 2010 MA000100, Level 6 (pay point depending on experience and qualifications) plus super and salary packaging
DEPARTMENT:	Inside Out
DATE APPROVED:	31/10/2018
LOCATION	Based in the North West Office – Braybrook but time to be split evenly across Concern Australia offices
APPROVED BY	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 focusses 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 housingestate.
- 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

REPORTS TO:	General Manager Service Delivery
SUPERVISES:	Team Leader Volunteer Recruitment, Team Leader Youth Work, Maintenance Worker
TRAVEL:	Travel is required across Melbourne region
INTERNAL LIAISONS:	Executive, Program Managers and Staff
EXTERNAL LIAISONS:	<ul style="list-style-type: none"> • Government Departments – Health and Human Service, Justice, Education • Other Agencies • Service Providers • Young People • Volunteers
Financial Authority	Within approved program budget and Concern Australia Financial Delegation
Decision Making Authority	<ul style="list-style-type: none"> • To execute assigned tasks against the program plan • Oversee day to day operations of the program

POSITION OBJECTIVES

- The overall management and performance of the Inside Out program in line with the Concern Australia (CA) Strategic and Program Plan
- Ensuring a high standard of care is provided to the young people within the Connect, Coach and Community (CCC) model and in line with DHHS and regulatory body standards
- Ensuring a compliant quality service is being delivered within the program budget
- Program Development

KEY RESPONSIBILITIES AND DUTIES

1. Leadership and co-ordination

- To lead, supervise and oversee the operations of the program
- To ensure the program operates within the legislative guidelines (and program requirements) as well as compliance with target numbers
- To coordinate service provision within the North, West, South and Eastern Regions and liaise with government departments, other stakeholders and organisations
- To initiate new and innovative practices within the program to ensure it remains relevant and responsive to young people’s needs
- To contribute to the ongoing development of the service
- To contribute to best practice OHS across Concern Australia
- Lead and facilitate regular staff meetings that ensure inclusive and collaborative work practices
- Initiate and respond to appropriate team building activities and opportunities

2. Case Management and Clients Best Interests

- Participate in referral assessment decisions with the Team Leader Youth Work and Youth Workers

- Maintain up to date knowledge of each young person’s development and case as appropriate to assess risk and best outcomes for young person
- Ensure a global framework of CCC model is embraced by the team and is embedded in the program policy and procedures.
- Promote a culture of strengths based practice with young people, promoting life and living skills and building independence (positive life outcomes)

3. Reporting and Compliance

- Ensure all reporting is compliant, CRIS, CRISSP, LAC including any reports such as quarterly and monthly data
- Ensure the DHHS program requirements are being met and that policies and procedures reflects these requirements
- Responsible for incident reporting data and the monthly submission of these as well as the Quality Management Reporting (QMR) and Quality Incident Reporting (QIR) internal processes within CA
- Initiate regular audits to maintain accreditation standards and work closely with the quality team with internal audits and work plans
- Contribute to documentation as per government department’s standards
- Work closely with HR as needed to ensure recruitment processes are up to date with volunteers (WWC, police checks, renewals etc)
- Ensure all staff are working within the compliant framework set by all regulatory bodies and Concern Australia

4. Supervision and staff development

- Provide regular support and supervision in accordance with Concern Australia policy and procedure to your reporting staff:
 - Team Leader Youth Work
 - Team Leader Volunteer Recruitment
 - Maintenance worker
- Ensure training and development of all staff members within the allocated budget and using community resources where available
- Ensure compliance in mandatory training with our current service agreement
- Ensure debriefing is organised in a prompt manner either internally or externally
- Ensure that a supportive culture is a high feature with all volunteers and staff

5. Direct Service Delivery

- Liaise with, and provide reports to, the Department of Health & Human Services (DHHS), in relation to service issues, referrals, case contracting, case reviews and similar matters
- Ensure a high standard of care and safety for young people in the program. Ensure that the care of the young people is in accordance with their care plans and their individual needs
- Ensure the completion of all relevant documentation (such as client files, LAC etc.) is maintained and compliant with standards
- Ensure the provision of high quality services which meet the Community Service Organisation (CSO) Registration Standards and are in accordance with Concern Australia Values and Strategic Plan
- Liaise with key stakeholders to ensure the best interests of the child/young person are maintained
- Ensure Volunteers are supported, supervised and valued in their role and are treated as a high priority

6. Program Development

- Ensure that systems are in place which monitor and analyse the program's performance within the context of DHHS funding targets
- Participate in appropriate community meetings, forums and committees to support facilitation and growth of the program
- Participate in program development review meetings with the DHHS personnel as required
- Represent the Inside Out program within regions on committees or groups as required and requested
- Keep abreast of relevant theoretical, legislative and policy developments
- Work in collaboration with the General Manager and other staff to develop strategies that effectively respond to the range of presenting needs of children and young people
- Participate in the development and review of procedures, standards and policies for the Lead Tenant Service
- Participate in regional strategic planning

7. Property maintenance

- Ensure that all properties are maintained in good working order, in an acceptable home-like and safe standard for the young people
- Conduct regular audits with Maintenance Worker and Volunteer Support Worker
- Ensure that all properties meet the standard guidelines set within by DHHS

8. After-hours services (other administration)

- Participate in the 24 hour rostered after hour service which involves responding to crisis call/support for young people and lead tenants
- Manage the coordination of the after-hours service for young people and lead tenants

9. OTHER

- Be prepared to undertake some evening work as required when emergencies arise.
- Be available to undertake higher duties and / or secondment within Concern Australia
- Manage the program delivery within the agreed set budget
- Work with the Finance Department to set the annual budget for the program
- Ensure compliance of all staff within the agreed Concern Australia Financial Management Framework
- Attend mandatory and other training as required
- Undertake other duties as required

QUALIFICATIONS, EXPERIENCE AND SUITABILITY

- Tertiary qualification in either social work, youth work or social sciences
- Knowledge and working experience 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 voluntarism and supervision
- 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
- Strong Leadership Skills
- 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 managing a team and program
3. Ability to engage and support young people 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
8. Experience in support and case management of adolescents

Desirable

1. Knowledge of the Youth Justice system and Child Protection out of home care systems
2. Flexible and creative thinking in delivering options for young people