

Inside Out – Program Manager

Concern Australia works in partnership with young people and their families to create positive opportunities and hopeful futures. Our programs provide education, employment, housing, youth justice and homelessness services. We focus on innovative and empowering pathways which build on young people's talents and resilience and support them to reach their goals.

The Inside Out Program works with young people transitioning from state care to independence through service supports, including Lead Tenant and Targeted Care packages.

Primary Job Purpose

The Inside Out Program Manager provides leadership and day-to-day management of the delivery of the Inside Out program and services to meet the identified needs of young people while leading service development and growth.

As a representative of the organisation, this role also:

- models Concern Australia's OHS & child safe values and behaviours and holds others accountable to the same standard and
- upholds Concern Australia's relationship and reputation with clients, external stakeholders, and the broader community by conducting themselves in alignment with our values of faith, integrity, respect and belonging.

Responsibilities

- Lead, supervise and oversee the team in accordance with CA organisational policies and regulatory standards and ensure that operations are safe, effective, compliant, ethical, and sustainable.
- Meet all contracted targets and obligations, always maintaining a high standard of delivery reporting and communication to stakeholders.
- Under the guidance of the General Manager, review service delivery against best practice models and emerging trends / research and manage the implementation of high-quality responses and approaches to young people.
- In conjunction with the General Manager, participate in liaising with key government and other personnel in the statutory state care (Child Protection) system regarding the development, performance, and review of Concern Australia's out of home care services.
- Develop and maintain effective relationships with a wide range of CA's partners and stakeholders including (but not limited to) government, corporate supporters, community organisations, educational institutions, and supporters. Use all available opportunities to promote the positive reputation and profile of CA.
- Identify opportunities for growth and funding, working with the CEO, GM and others to develop strategic opportunities to build new services.
- Ensure the necessary resources and systems are in place such that all of Concern's program activities are managed and reported within the agreed parameters of risk, capability, and outcomes.
- Operate as a member of the senior leadership, participating in planning and decision-making, building organizational capacity in collaboration with the Executive and the wider leadership team.
- Co-lead and participate in the 24-hour rostered Out of Hours Service which involves responding to crisis calls/support for CA services.
- Ensure operations are within budget, unless otherwise agreed.

Duties beyond the scope of this position description but in line with an incumbent's skills, competencies, and training, may be present from time to time. Reasonable requests for such duties to be discussed and agreed with the manager and executed accordingly.

The role requires regular sitting, driving, and working in isolation and requires occasional manual handling, bending, reaching, walking, and standing.

This role requires some after-hours work, participating in a 24-hour, after-hours roster, shared between the Inside Out team, responding to crisis call/support for young people and Live-In Mentors.

Inside Out – Program Manager

Qualifications/Experience

- Completion of a tertiary qualification in youth work, social work, psychology, social sciences or equivalent in a related field.
- Minimum 5 years' experience (including 2 years' leadership) working within the youth work sector.
- Experience working with young people at risk.

Skills

- Knowledge of Child Protection out of home care systems, and how to support young people impacted by trauma.
- Highly developed interpersonal rapport and relationship building, especially with young people, while maintaining appropriate professional boundaries.
- Demonstrable Case Management skills, especially in crisis intervention and behaviour management and communication and coordination of Care teams.
- Awareness of the requirements of confidentiality and ensure they are respected at all times.
- Excellent written and oral communication, with the ability to adapt styles according to the audience.
- Ability to participate collaboratively and constructively within teams of peers, staff, volunteers, young people, their families, their community, and other stakeholders, as well as using initiative and effective personal judgement when working alone.
- Ability to manage a team and bring out the best of their abilities, achieve program goals and build a healthy and enjoyable workplace.
- Well organised but able to be flexible and manage competing priorities and deadlines.
- Intermediate computer skills, including the frequent, independent use of Microsoft Outlook, Word, Excel, and the ability to write supervision notes, reports, and associated documentation.
- Attention to detail, especially with maintaining accuracy of supervision notes and data.

Security checks, licences, and other requirements

- Satisfactory National Police Check and where applicable, International Police Check.
- Working with Children Check.
- Victorian drivers' licence.

Reports to

General Manager – Service Delivery

Supervises

Inside Out Youth Workers, Case Managers, Volunteer Support Workers and Volunteer Recruitment and Training Support, volunteers and students on work experience or placements within the program.

Child Safety Commitment

Concern Australia is committed to providing child safe and protected environments in all its activities and programs and has a zero-tolerance approach to child abuse or exploitations. Contact and working with children is a critical responsibility. Children have the right to be safe and protected. All employees are required to have a valid Working with Children Check, National Police Check and International Police Check (International Police Check where applicable).

Employee Name: _____

Signed: _____ Date: _____