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**POSITION DESCRIPTION**

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| **POSITION TITLE:** | Client Services Manager | **DATE:** | September 2016 |
| **LEVEL:** | Senior Management | **SALARY:** | TBC |
| **REPORTS TO:** | CEO and Board | **DEPT:** | Client Services |
| **APPROVED BY:** | CEO and Board | **SUPERVISES:** | Client Service Coordinators |

# PART A: ABOUT WYDAC

## 1. BACKGROUND

Warlpiri Youth Development Aboriginal Corporation (WYDAC), formerly Mt Theo Program, was started by Yuendumu Community in 1993 to address chronic petrol sniffing in Yuendumu. WYDAC achieved unprecedented community success in this initial struggle, which led to considerable growth in the scope of the services provided. WYDAC now provides a comprehensive range of programs that deliver diversion, development, treatment, and leadership services throughout the Warlpiri region.

WYDAC was created by, and for, Warlpiri people, and is governed by a Warlpiri Committee. WYDAC head office is located in Yuendumu Community, and WYDAC has permanent staffing and operations at five different Warlpiri sites – Yuendumu, Willowra, Nyirrpi, Lajamanu remote communities and Mt Theo Outstation. The notable, and sustainable, success of the program has been firmly based on the support and strength of local Warlpiri youth and their communities, as well as the ongoing commitment of staff.

The program aims to promote positive and meaningful pathways for all young Warlpiri people and, in turn, their families and communities. This is done through an extensive range of complementary, community-based programs, which are summarised briefly below

1. *Youth Development & Leadership Programs*
	1. Yuendumu Jaru Pirrjirdi including Yuendumu Pool
	2. Willowra
	3. Nyirrpi
	4. Lajamanu
2. *Client Services*
	1. Mt Theo Outstation
	2. Yuendumu Warra Warra Kanyi Counselling
	3. Outreach Counselling Services
3. *Program Infrastructure Support*
	1. Mechanical Training Workshop
	2. Infrastructure Support and Training
4. *Management & Administration*

## 2. VALUES

We believe that health does not just mean the physical wellbeing of the individual but refers to the social, emotional, cultural and spiritual wellbeing of the community. We strive to support young Warlpiri people from all over the region to achieve their full potential as human beings, to build strong futures for themselves, their families and their communities.

## 3. GUIDING PRINCIPLES

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| --- | --- |
| Warlpiri patu kurlangu | Warlpiri Leadership & Ownership |
| Kurdu-kurdu jungarni yaninjaku | Positive and meaningful pathways for young people |
| Mardarni-njaku kurdu-kurdu jintangka | Support for Warlpiri youth to deal with hard times |
| Nguru-ngka taarnga-juku warrki-jarrinjaku manu nyiya-kanti-kanti mampu-ngku mardarni-njaku | Sustainable resources and infrastructure on country |
| Jinta-ngka karlipa warrki-jarrimi manu kalipa nyanu purda-nyanyiYapa manu kardiya jinta-marri-marri-warrki jarrimi | Unique and responsible working relationshipsYapa and kardiya working together |

## 4. PROGRAM OBJECTIVES

* The primary purpose of our corporation is to develop strong young community leaders. The corporation aims to:
* Provide youth diversionary activities
* Provide rehabilitation for young people suffering from substance misuse Provide education, counselling and care for young people at risk
* Provide young people with positive alternatives to prison or juvenile detention
* Provide training and jobs so young people can stay in the community
* Provide positive life pathways into jobs and leadership through training development activities
* Share knowledge and skills with other Aboriginal nations
* Operate and maintain a Gift Fund to be known as “The Warlpiri Youth Development Aboriginal Corporation Gift Fund” in accordance with the requirements of the Australian Taxation Office”.

**PART B: POSITION SPECIFICATIONS**

1. **PURPOSE OF THE POSITION**

The primary role of the Client Services Manager will be to:

* Oversee all aspects of the WYDAC Client Services team and service
* Ensure the design and delivery of culturally appropriate, supportive and effective client services for young people within the Warlpiri region
* Serve as a member of the WYDAC Senior Management team
1. **REPORTING RELATIONSHIPS**

The Client Services Manager reports directly to the CEO and is accountable to the WYDAC Board.

1. **PRIMARY DUTIES**

**Client Service Operations**

* Oversee and support WYDAC client service staff by directly supervising the Yuendumu Counsellor, Outreach Counsellor and Mt Theo Outstation Coordinator.
* Oversee and support the operations of the Warra Warra Kanyi Counselling Service (Yuendumu, Willowra, Nyirrpi) and Mt Theo Rehabilitation Outstation.
* Act as a central contact point for WYDAC client admission and referral processes
* Manage all departmental procedures associated with compliance matters, vehicles, logistics.
* Design and improve client service policy and procedures
* Oversee the documentation of all client and service activity within databases
* Develop and lead the WYDAC client service teams to best practice standard and a positive team culture within this unique setting
* Oversee and manage implementation of any relevant program expansion eg : Lajamanu
* Lead and create a range of education/prevention resources and campaigns for key Warlpiri youth at risk issues
* Oversee WYDAC mandatory reporting/legislative obligations
* Provide direct professional support to high risk clients and on call relief as required
* Client advocacy as required

**Management**

* Liaise closely with the Warlpiri community, WYDAC sub-committees and Board in regards to the design and functioning of WYDAC client services
* Manage all key external relationships and stakeholders for WYDAC client services
* Represent WYDAC as requested by the CEO at community, stakeholder or government meetings
* Contract management for all client service funding.
* Complete all required external reports for WYDAC client service operations
* Risk and incident management
* Assist with development of key WYDAC strategy and organisational policy
* Assist with program review and evaluation for internal analysis and external stakeholders
* Participate and help lead WYDAC’s commitment to quality management processes including accreditation maintenance
* Work as a key member of the WYDAC Management team under the leadership of the CEO

**Finance**

* Assist CEO with finance budgeting, operations, management and monitoring of client service teams

**Human Resources**

* Assist with recruitment, selection and induction as required
* Manage, and review, all client service staff and the team coordinators in particular
* Oversee staff training and skills development in relation to client services and working with at risk youth
* Facilitate supervision and conflict resolution procedures as required
* Assist with the development of relevant WYDAC policy

**PART C: PERSON SPECIFICATIONS**

## QUALIFICATIONS AND KNOWLEDGE

###### ESSENTIAL CRITERIA

* Appropriate qualifications and registration in psychology, social work, counselling or an equivalent field.
* Long term experience of working with clients/case management support
* Experience in managing client service staff/teams
* Demonstrated experience/understanding of youth-at-risk, Indigenous and remote community issues.
* Demonstrated experience/understanding of working with cross-cultural persons and community development, preferably in a remote context.
* Experience working in administrative and management roles
* Excellent oral and written communication skills
* Excellent computer skills and experience working with spreadsheets and databases
* Demonstrated ability to work in a team
* Demonstrated capacity for resourcefulness, self-motivation and independent decision making
* Demonstrated negotiation skills
* Demonstrated stress management skills

##### **DESIRABLE CRITERIA**

* Flexible, calm and strengths-based approach to working with staff and Warlpiri youth at risk

## STANDARDS OF PRACTICE

* Maintain high professional standards of practice.
* Participate in ongoing training and professional development of self and others.

##  ADDITIONAL FACTORS

* Possession of a current ‘C’ Class Open Driver’s License.
* Applicants will be required to obtain a criminal history check and Working with Children clearance – Ochre Card prior to commencing work

**Endorsement**

The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Signature (CEO)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

I have read and understand the duties and requirements of the position as described in this position description and agree to be employed under such conditions and the relevant Award.

Employee’s Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_