

## POSITION DESCRIPTION

<b>Position title</b>	Program Manager – Pandanus Program & Youth Accommodation Support Services	<b>Reference</b>	PM-PAND & YASS (DWN & P&R)
<b>Award &amp; Classification</b>	SCHADS Award Level 6	<b>Tenure</b>	Refer to Letter of Engagement
<b>Hours</b>	Refer to Letter of Engagement	<b>Reporting to</b>	Operations Manager Youth Support & Development
<b>Location</b>	Darwin & Palmerston	<b>Program</b>	YASS-D, YASS-PR, YHOPP, PAND
<b>Section</b>	Youth Program Stream	<b>Cost Centre</b>	3100,3150,3200 & 3660
<b>Approved</b>	DCEO	<b>Date</b>	2 August 2017
<b>Comment</b>	The Program Manager will be based across the Darwin & Palmerston Youth Support & Development office sites. This position may require the Program Manager to participate in the shared 24/7 On Call roster and involves flexibility in working outside business hours at times.		

## AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

## PURPOSE OF THE POSITION

As Program Manager you will strengthen allocated services and undertake service improvement projects using evidence based interventions, innovation and good practice principles while ensuring compliance with policies, procedures, standards, contracts and legislation. You will mentor and supervise staff providing services to the Pandanus program that provides support and education to young pregnant women and their partners up to 25 years of age. You will also be responsible for the Youth Accommodation Support Services which provides support and accommodation to young people aged 12 – 22 years that is culturally appropriate and includes responsive direct case work and assistance to support young people who have left the family home and are homeless or who are at risk of early home leaving. Using a strengths based framework, you will ensure the services are providing case management, accommodation, information, referrals, advocacy and group work which meet client needs, builds capacity of the target group, the regional service system and raises community awareness about the nature, extent and appropriate responses to the youth service system.

The Program Manager will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's specialty area.

## POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The minimum qualification required is a Tertiary qualifications in Human Services/Social Science related fields and / or at least five of years experience in Youth Work and/or Community Services working with

families and young people. If you do not currently have a qualification you must be willing to undertake relevant studies.

2. Northern Territory Working with Children Clearance (Ochre Card)
3. National Police Criminal History Report (less than 3 months old) with acceptable outcome
4. First Aid Certificate or willingness to obtain within 3 months
5. Northern Territory Drivers Licence

## KEY SELECTION CRITERIA

1. Knowledge of the child protection system and local youth, family & homelessness service system
2. Substantial experience in the application of Youth Work practise frameworks, youth focused family friendly approaches and community capacity building strategies
3. Experience in assertive outreach strategies and ability to effectively engage with young people with challenging and/or trauma related behaviours associated with child abuse, neglect and/or family breakdown
4. Knowledge and experience in supporting young women and their partners in relation to pregnancy, antenatal care and parenting education.
5. Demonstrated experience in contemporary approaches to supervising and developing staff, including the provision of supervision and mentoring, undertaking performance reviews and building and managing multidisciplinary teams
6. Experience in program management and performance monitoring including service design, review and planning processes and meeting work plan reporting commitments and targets.
7. Ability to promote services and raise awareness of issues impacting on the target group of vulnerable young people and create innovative responses to address needs
8. Ability to maintain personal and professional boundaries and guide staff in complex client related decision making
9. Strong work ethic, good time management and demonstrated resilience and prior experience responding to stressful situations and/or critical client related incidents
10. Demonstrated willingness to participate in supervision, reflect on practices, review performance and adhere to work plans and reasonable workplace directives
11. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
12. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

### 1. **Accountability: Staff Management, Support and team development**

*How Youth Support & Development Manage, Support and develop teams*

#### **Responsibilities:**

- Provide effective line management: supervision, support and mentoring to the Youth Accommodation Support, Youth Housing Pathways Program and Pandanus Program staff - ensuring performance reviews are undertaken in timely manner.
- Manage and participate in the shared regional 24/7 On Call system; providing phone and/or onsite support and practice advice as required to staff.
- Ensure timely approval of rosters and leave applications in consultation with the Manager
- Convene regular team meetings, team building and case review sessions with the staff
- Work closely with the Manager, Operations Manager and Human Resources on any industrial matters as directed.

## **2. Accountability: Provide Effective Trauma Informed Youth Focused Case Management & Group Work**

*How Youth Support & Development provide effective Trauma Informed Youth focused Case Management & Group Work Programs*

### **Responsibilities:**

- Provide professional youth focused family friendly case management services and practical assistance to the target group in line with Anglicare NT policies, procedures, standards, contracts, work plans and legislation.
- Ensure client interventions and case management services are culturally safe, strengths based and solution focused and trauma informed with a focus on engagement, respectful relationships and practical outcomes in line with agreed case work plans and group work programs
- Undertake safety and risk audits in relation to client work, putting appropriate strategies in place in terms of family violence/the potential for aggression and child protection considerations.
- Contribute to a service culture of youth participation, empowerment and informed decision making; ensuring client rights are acknowledged whilst fostering respectful relationships and positive self-care.
- Provide targeted stage/age appropriate group work which promotes social and cultural connections, development of relational and practical life skills and creates participation opportunities

## **3. Accountability: Stakeholder Engagement & Networking**

*How Youth Support & Development work collaboratively with stakeholders*

### **Responsibilities:**

- Maintain network of relevant government and non-government organisations and relevant private providers in order to leverage support for the target group.
- Ensure engagement with stakeholders to develop and work together on community projects of common concern
- Promote the service and contribute to community awareness activities to increase understanding of the issues facing young people

## **4. Accountability: Quality Service Delivery**

*How Youth Support & Development provide quality services*

### **Responsibilities:**

- Ensure accommodation facilities and grounds are well maintained with good amenity, homelike and youth friendly, while being functional and meeting WHS requirements.
- Maintain comprehensive client documentation, ensuring data is entered correctly into the Special Homelessness Information Platform (SHIP) and client file records are up to date, in good order and filed correctly.
- Manage allocated programs and service improvement projects in line with Anglicare NT policies, procedures, standards, contracts, work plans and legislation.
- Contribute to quality service delivery through continuous improvement activities including case reviews, service reviews and the integration of action research processes and client feedback
- Respond in line with incident reporting requirements in times of a crisis, emergency or following a complaint. Ensure matters are escalated as required and documentation completed.

- Ensure administrative, finance, HR, risk management and asset management procedures are adhered to

## **5. Other Duties and Requirements**

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.
- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as may be directed from time to time
- This position requires frequent driving in the region
- This is an active role requiring overall good health and involves interacting with energetic young people
- This role requires some flexibility of hours and participation in the regional shared 24/7 On Call roster

## **DELEGATION OF AUTHORITY**

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).