

	Position Title: Team Leader Shepparton Education First Youth Foyer Program		Team: Community Partnerships & Support Services		Region: Hume
	Supervisor: Manager, Foyer Program	Delegations and Authorities: In Line with Delegations Policy		Band: C	Date Completed: 9 November 2018

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>	<p>The Foyer Program is an innovative partnership model to help young people experiencing homelessness build sustainable lives. The Model developed by the Brotherhood of St Laurence and Launch Housing and is based on the Open Talent and Advantaged Thinking approach.</p> <p>The aim of the program is to offer at risk young people who are committed to continuing their education and/or training with the opportunity to access safe and supported accommodation and engagement with personalised supports, mentoring and coaching that combined with the educational opportunities, will help them develop and lead sustainable lives</p> <p>The program has strong partnerships with 4 key stakeholder groups:</p> <ul style="list-style-type: none"> • Education Providers • Business and Industry • Community Agencies and • Philanthropic Organisations
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>	<p>The primary objectives of the role include:</p> <ul style="list-style-type: none"> • Assist the Manager in the effective rollout and implementation of Foyer across the Hume Region • Provide leadership and support to a team of Youth Development Workers • Provide supervision and instruction to staff and in conjunction with the Manager to ensure the day to day operations of the program are well managed. • Promote a culture of continuous quality improvement in the delivery of services to clients
	REPORTING RELATIONSHIPS
	<p>This role is initially based at our Shepparton Office however will be relocating to the Foyer Building when construction is complete.</p> <p>This role reports to the Manager, Foyer Program who will provide supervision and review.</p> <p>This role has 7 direct report and works in conjunction with other team members.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together. Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety. Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. Berry Street is committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street is also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. 	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> Excellent written and oral communication skills (including public speaking, presentations and facilitation skills). Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies. Demonstrated leadership skills in particular experience in leading, supervising, and managing people to achieve desired outcomes. Demonstrated ability to work cooperatively and as part of a program leadership team. Demonstrated ability to liaise and build positive and respectful relationships with key stakeholders. Ability to liaise and constructively negotiate with all relevant stakeholders and skill in resolving conflictual issues. Previous experience and knowledge of protective issues, homelessness, education and vocation issues facing young people, and the implications for their social and emotional development. Willingness to work flexible hours as determined by the demands of the position. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> A tertiary qualification in Social Work, Social Science, Psychology or a relevant field Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. 	<ul style="list-style-type: none"> Previous experience in a supervisory capacity working with young adults or transitioning young people within the education or community services sectors is highly desirable. Experience monitoring program performance, outputs and outcomes.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Co-ordination, support, development and leadership of a team of Youth Development Workers	<ul style="list-style-type: none"> • In conjunction with the Manager, be responsible for the recruitment and induction Youth Development Workers as appropriate to provide high quality service delivery to young people in the program. • To provide supervision to Youth Development Workers according to the Berry Street Supervision policy, monitor workloads and provide annual staff appraisals. • To identify and be responsible for ensuring a high level of professional development for staff. • To monitor staff to maintain the provision of high quality services for young people.
Program development, quality improvement and effective service delivery	<ul style="list-style-type: none"> • In conjunction with the Manager, assist in the facilitation and roll out of the Foyer program across Hume. • In conjunction with the Manager, ensure productive relationships with program partners and local community networks in the interests of enhancing and diversifying client service delivery. • Oversee referrals to the service. • Together with external stakeholders, oversee research and evaluation. • Engage in planning, reviewing and risk assessment of the program in conjunction with the Manager. • Ensure all documentation requested of Youth Development Workers is accurate and timely. This includes, but is not restricted to all reporting requirements, client notes, statistics and work analysis. • In conjunction with management, be responsible for petty cash and other team finances. • Support the Manager in running the day to day operations of the Foyer Program and ensure a high standard of service for all young people referred to the program. • Ensure learning programs and career planning for young people accessing services reflect the Foyer Practice Framework • Ensure that accommodation services are of a high standard and are targeted the safety and wellbeing of service users. • To promptly identify and address with the Manager, any issues where the delivery of service does not meet standards expected by Berry Street. • Work collaboratively with Community Partners of Berry Street and represent Berry Street's position in your interactions. • Promote the Foyer Program to the wider community. • Establish networks and productive relationships with local community to enhance opportunities for the young people in our service.
Administration	<ul style="list-style-type: none"> • To ensure that all practices within the Foyer Program are in accordance with the relevant policies of Berry Street. • To ensure that all relevant administrative procedures are adhered to. • To ensure that statistical data is collected, and provided to the Manager in accordance with set timelines and are regularly reviewed and analysed. • Monitor trends, service gaps and emerging program needs. Assist in advocating and ensuring ongoing program relevance and improvement. • In conjunction with management liaise with key personnel from funding bodies to ensure effective operation of program. • Be involved in key regional networks and participate in relevant regional forums as directed. • Provide reports to management on all levels as requested • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse

	or remain silent about violence against women.
Other	<ul style="list-style-type: none">• Other duties as required.

CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, and extra hours worked will be accrued as Time-in-Lieu according to the *Berry Street Victoria 2014-2017 Agreement*.
2. You will initially be employed at the Foyer Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the *Berry Street Victoria 2014-2017 Agreement*, which includes above Award payments and eligibility for remuneration packaging. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
4. The remuneration for this position is SCHADS Level 7 Pay Point 1 \$84,976.40 gross per annum (full time equivalent), under the *Berry Street Victoria 2014-2017 Agreement*. The value of the salary can be increased through salary packaging.
5. This position is inclusive of an annual motor vehicle allowance of \$10,500 (full time equivalent). This allowance is all inclusive for motor vehicle costs incurred during employment with Berry Street, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-employment health declaration, a criminal records check and proof of identity and qualifications.
8. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However, failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Daily
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather	Regular

	conditions.	
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional