



## Position Description

<b>Position title</b>	Program Manager-Youth & Community Programs
<b>Position code</b>	0204100
<b>EFT/Hours</b>	0.8 to 1.0 /30.4 to 38 hrs (Hours negotiable)
<b>Team /program area/ location:</b>	Youth & Community Programs Team, Collingwood
<b>Reports to</b>	Manager - Collingwood
<b>Tenure</b>	Ongoing
<b>Award/certified agreement</b>	Sisters of the Good Shepherd Agreement 2007 Salary range \$59,847 - \$61,605, plus a fully maintained vehicle with access to additional attractive salary packaging

### Good Shepherd Youth and Family Service

Good Shepherd Youth and Family Service is a member of the network of national and international organisations sponsored by the Good Shepherd Sisters.

Good Shepherd Youth and Family Service provide a range of services to women, young people, families and children across five regional locations. Programs and services fall within the four key focus areas of women and girls, youth and families, financial inclusion and community building. Programs include youth support services, financial counselling, housing, microfinance, family violence, wide-ranging family and children's services, social policy and research.

We look through the prism of our mission and spirit to determine and value our work. We are committed to social justice, community capacity building, openness to change and innovation, and the dignity and potential of every human being.

### Unit/Location/Program Area

#### Location

The Collingwood location currently operates from buildings in Johnston and Wellington Streets to deliver a diverse range of programs and services with two teams:

#### Family & Community (Wellington Street)

- Home Based Care (LINC)
- Respite care

#### Youth & Community Programs (Johnston Street)

- Supported housing for young people (SHYP)
- Individual support and case management (YAFS AOD & SAY)
- Groups program-independent living skills (DISH)
- Youth support work in a school setting (The BRIDGE)
- Driver Education Project
- NILS® & NILS® Pathways (family violence & prisons)
- stepUP loans

### Program quality requirement

1. GSYFS Strategic plan 2010-2015
2. GSYFS Policy manual
3. Relevant program procedures

### Position summary

The Program manager will require creativity and strategic thinking and the ability to shape the team and program offerings in line with the Mission of the Agency.

The role requires leadership and management of the team, along with responsibility for the strategic planning, development, delivery, review and reporting of all youth and community programs based at Collingwood. The role is also responsible for managing program budgets.

The Program Manager - Youth & Community Program is also responsible for the development and maintenance of relationships with youth services providers, networks and a range of government and non government partners.

This position will work with other managers to guide the ongoing development of youth programs at both a local and Agency wide level.

## Key accountabilities

The Program Manager- Youth & Community Programs will be required to:

### Agency ethos and values

1. Work within the Christian ethos of the Agency which has a strong commitment to social justice and community development.
2. Respect people, their circumstances and decisions.

### Program requirements

3. Plan, manage and monitor the delivery of Youth and Community Programs delivered from the Collingwood.
4. Provide support and supervision of the team, including regular formal supervision sessions with nominated individuals.
5. Manage the team staff, including recruitment, allocation of responsibilities and performance monitoring.
6. Seek, negotiate and manage appropriate funding contracts within Agency processes and priorities.
7. Manage relationships with internal and external stakeholders.
8. Contribute to the development of a whole of Agency approach to programs and services for young people.

### Professional requirements

9. Manage own role and responsibilities in a varied work environment
10. Pursue new skills and knowledge for personal and organisational development
11. Contribute to the development of the Agency through participation in Agency wide planning and review process, staff meetings and other activities as required

## Key selection criteria

1. *Demonstrated experience* working within a community development framework and understanding of social justice principles.
2. *Demonstrated* leadership and management of a multi disciplinary team, including provision of supervision and support to team members.
3. *Relevant tertiary qualifications* in social work, youth work, community development, or related community service field.
4. *Demonstrated practice and management experience* working in the youth services sector.
5. *Demonstrated experience* in exercising professional knowledge and judgment and managing change.
6. *Strong interpersonal and communication skills*, including advocacy; negotiation and presentation skills; problem solving; preparation of written reports and documents.

- 7. *Demonstrated experience* in program planning and development or project management, including managing budgets, maintaining program documentation and reporting.
- 8. *Demonstrated experience* in developing and managing key stakeholders.
- 9. *Excellent organisational skills* and a demonstrated capacity to work flexibly and within tight timelines.

<b>Key performance indicators</b>
<ul style="list-style-type: none"> <li>1. Achieves performance targets as agreed with the Manager- Collingwood.</li> <li>2. Facilitates regular supervision sessions with nominated staff.</li> <li>3. All program area documentation and reporting is completed within required time lines</li> </ul>

<b>Program relationships</b>	
<b>Internal</b>	<b>External</b>
Team Leader and staff - Youth & Community Programs	Relevant community organisations and networks
Youth Services Program Managers- across the Agency	Yarra City Council
Managers of NILS and stepUP loans- across the Agency	Various state and federal government departments
GSYFS Microfinance Unit	Trusts and other funding bodies
GSYFS staff – Collingwood and across the Agency	

### Additional information

This position is based at Johnston Street, Collingwood however all employees may be required to work at or across other sites from time to time.

**Occupational Health and Safety (OH&S)** All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

**Pre-existing injury** People appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the Agency in providing a safe work environment for new staff.

**Equal opportunity** GSYFS is an equal opportunity employer. All staff have a responsibility to be familiar with the GSYFS *Harassment, discrimination and workplace bullying prevention and management policy*.

**Cultural competency** GSYFS is striving to become a culturally competent organisation. All staff are expected to undergo regular cultural competence training as part of their professional development plans.

**Salary packaging** is available to all ongoing and fixed term staff.

Employment is subject to:

- a current Working with Children Check (card)
- a current Police Record Check.
- a current driver's licence
- the capacity to work flexible hours.

### Relationship to career development and review

This position description operates in conjunction with and forms part of the annual review and career development process. An initial review will take place at the end of the induction and probationary period, that is three months following commencement of employment and then annually.

**Employee name**

**Employee signature**

**Date** / /

**Location/Unit**

**Manager's name**

**Location/Unit**

**Manager's signature**

**Date** / /

## Duty Statement

<b>Position title</b>	Program Manager- Youth & Community Programs
<b>Unit/location/program area</b>	Youth & Community Programs, Collingwood
<p><b>Staff management and leadership</b></p> <ul style="list-style-type: none"> <li>• recruitment, induction and ongoing support of program staff, in conjunction with the Manager- Collingwood.</li> <li>• annual staff appraisals, staff performance and performance management.</li> <li>• development and review of individual work plans for each staff member.</li> <li>• fortnightly individual professional supervision to nominated staff.</li> <li>• staff learning needs and staff development.</li> <li>• team meetings and other related team workshops and activities .</li> </ul> <p><b>Program development and management</b></p> <ul style="list-style-type: none"> <li>• strategic development of Youth &amp; Community Programs at Collingwood and within a whole of Agency context.</li> <li>• development and review of program plans with relevant team members</li> <li>• team implementation of Agency policy and procedures, location and team procedures</li> <li>• compliance with relevant external and internal quality frameworks, standards and regulations, including internal and external audit processes</li> <li>• data management and all reporting requirements</li> <li>• budget management and planning and ICT requirements</li> <li>• manage stakeholder relationships</li> <li>• network maintenance and development</li> <li>• liaison with relevant peak bodies, funding bodies, accreditation bodies including GSYFS Microfinance Unit</li> <li>• manage non government (philanthropic and corporate) funding contracts in conjunction with the GSYFS Marketing and Fundraising Unit.</li> <li>• negotiate and manage government funding agreements in conjunction with the Manager- Collingwood.</li> </ul> <p><b>Leadership- Collingwood and Agency wide Youth Services</b></p> <ul style="list-style-type: none"> <li>• strategic development of the Youth &amp; Community program area at Collingwood</li> <li>• participate in strategic development of the Youth services across the Agency</li> <li>• assist Manager-Collingwood, as required, with operations at the sites.</li> </ul>	

**Professional requirements**

- Agency leadership development days and professional development opportunities
- Agency and other nominated days throughout the year
- participation in Agency wide planning, development and review process, staff meetings and other activities as required.
- other duties as required.

### Information for applicants

For **more information** about the position please contact: Amanda Olle, Manager-Collingwood (03) 8412 7331

Please address the **key selection criteria** if you wish your application to be considered.

Background reading for your application and interview includes the [GSYFS Mission statement](#) and the relevant [program information](#) identified on our [home page](#).

The **closing date** for applications is Thursday 5<sup>th</sup> August, 2010

*We prefer applications by email.*

Please forward your application to:

[recruitment@goodshepvic.org.au](mailto:recruitment@goodshepvic.org.au)

Or alternatively to:

HR Manager  
PO Box 2367  
Fitzroy 3065

**Interviews** will be held: from 11<sup>th</sup> August.

# Information on the application process

## Applications

We need specific information to help us consider your application with care and respect. Please send us:

1. a **covering letter** which explains your interest in the job and working with us
2. **key selection criteria** Key selection criteria are listed in the position description. Under each criteria please identify your relevant skills, knowledge and experience. *Use practical examples* of how you have used these and how they could be used in this job.
3. **a resume** which includes:
  - personal contact details including your daytime contact number
  - qualifications, other education and training
  - work history showing dates, employers, job titles, responsibilities
  - community involvements and interests, if any
  - contact details of three referees including at least one recent and direct supervisor and one other professional referee.

Send your application preferably by email to [recruitment@goodshepvic.org.au](mailto:recruitment@goodshepvic.org.au) by the closing date, ensuring all your documents clearly identify your name and the position for which you are applying.

## Interviews

If you are selected for interview, you will be notified by telephone. When you come for interview you must bring:

- proof of identity (three items which between them give your name, current address and photo identification)
- evidence of your qualifications
- a current working with children check and a national or international police check, or be prepared to obtain them
- proof of residency, if not an Australian citizen.

At the interview you will be asked to confirm your referees and give permission to contact them.

## Appointments

Appointments are made after interview and after consideration of candidate's qualifications, experience and standard of work against the key selection criteria.

Successful candidates are notified in a phone call. This is later followed up with a letter of offer.

All appointments are subject to a satisfactory working with children check and police records check.

## Good Shepherd Youth and Family Service conditions and benefits

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Good Shepherd Youth and Family Service is a family friendly workplace offering generous conditions and flexible working arrangements. The Agency's current collective agreement was negotiated with all staff and the Australian Services Union. The agreement offers many benefits.

These benefits include:

- up to 30% salary packaging – a tax effective benefit
- paid parental leave
- long service leave due after ten years, with access after seven
- additional paid leave days including at Christmas-New year and at Easter
- 48/52 purchased leave scheme
- cultural and volunteer leave.

The Agency also offers internal career pathways, study leave, professional development and training and a commitment to staff safety.

### Salary packaging

Salary packaging is available to all ongoing and fixed term staff. Salary packaging allows you to increase the tax free component of your salary.

In addition to salary sacrifice to superannuation, Good Shepherd offers salary packaging for up to 30% of your salary, capped at a maximum of \$16,000. If you take advantage of salary packaging, your take home pay is increased.

#### For example only

	Case one	Case two	Case three
<b>Annual salary</b>	<b>\$45,000</b>	<b>\$45,000</b>	<b>\$50,500</b>
Salary sacrifice superannuation p.a.	nil	nil	nil
Additional salary packaging	nil	\$13,500	nil
Taxable income	\$45,000	\$31,500	\$50,500
Tax paid*2008-2009 rates	\$7,500	\$ 3,825	\$ 9,150
<b>Take home pay</b>	<b>\$37,500</b>	<b>\$ 41,175</b>	<b>\$41,350</b>

This is indicative only, as individual circumstances may make salary packaging less attractive. You should seek financial advice before entering salary packaging.