

### POSITION DESCRIPTION

<b>1. POSITION TITLE</b> Young Adult Services Manager	<b>2. POSITION LOCATION</b> Mayfield Office – servicing Manning, Upper Hunter, Newcastle and Lake Macquarie	<b>3. DIRECT MANAGER</b> Operations Manager – Permanency Support Program
<b>4. SERVICE AREA</b> Supported Independent Living Program	<b>5. CLASSIFICATION</b> SCHADS Above Award Level 7	<b>6. POSITION STATUS</b> Permanent Full-time position
<b>7. POSITION SUMMARY</b>		
<p>This management role is accountable for the day to day operations of the Supported Independent Living and the After-Care programs which are both funded by the Department of Communities and Justice. Both programs offer services for young people who are leaving the out of home care system and moving into independent living.</p> <p>The SIL program offers an intensive case management support service for up to 48 young people to move to independent living, acquire skills and networks that support the sustainability of their tenancy after they have exited the program (Up to 2 years). There are 2 SIL Team Leaders directly reporting this role. Subsequently 7 Case Managers, 4 Team Support Workers and Parenting Partner report to the Team Leaders. The Groupwork Facilitator and Aftercare Case Manager reports directly to this position.</p> <p>There is a clear expectation for the Young Adult Services (YAS) Manager to effectively delegate tasks to the Team Leaders and other staffs. This will allow the manager specifically focus on intake and assessments, the transition to a competency-based daily living skills programs and the implementation and exploration of transition and shared housing models. The position has a strong focus on creating a positive team culture and workplace and supporting the team through the change management process and implementation of the new SIL program. The YAS Manager is responsible for continually working to improve the SIL program in line with legislation.</p> <p>The After-Care program employs one Part time .8 Case Manager who offers a Case Management service to approximately 40 young people a year and reports directly to this Management role. This service is in place to support the most vulnerable young people exiting or already exited from statutory care. Young people from across the region can be referred into this program as long as they have been in care for a minimum of 12 months.</p> <p>The Groupwork Facilitator employs one Part time .8 position who develop and facilitate small groups for 'Rent it Keep it', Men's group, Living skill and Art/Music program to all SIL young people. This position support young people to build social skills, connection to culture and community network. This position reports directly to this Management role.</p>		
<b>8. PERSONAL ATTRIBUTES / SELECTION CRITERIA</b>		
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• A commitment to the Vision, Mission and Values of CatholicCare.</li> </ul>		

- Demonstrated experience managing a diverse team of staff and several complex programs with financial, internal and government reporting accountability and have a thorough understanding of your leadership style
- A demonstrated understanding of the NSW Permanency Support Program and the findings of the Tune Report that lead to its introduction.
- Demonstrated ability to provide supervision and an understanding of its key functions.
- Demonstrated ability to model professionalism and composure.
- Demonstrated decision making skills that are supported by an articulated framework.
- Good working knowledge of legislation and systemic considerations for child protection.
- Highly developed organisational, time management & reflective practice skills.
- Highly developed written and verbal communication skills and interpersonal skills
- Computer literacy and the ability to manage multiple data platforms.
- Demonstrated ability to build relationships with external stakeholders in a manner that promotes the professionalism of the program(s).
- Willingness to be rostered on a on call roster and work outside of business hours including weekends as reasonably required.
- Ability to support team members through a change management process and implementation of a new program.
- Demonstrated ability to create a positive culture and workplace.
- Excellent skills in implementing strategies that promote emotional and developmental well-being in young people who have experienced complex trauma.

**Desirable**

- Understanding of issues facing indigenous people/families and those from CALD background.
- Experience in working from a strengths-based perspective.

**9. QUALIFICATIONS / LICENCES**

- Degree/Tertiary qualifications (or working towards) in social science, behavioural sciences, social work, youth work or related fields.
- Working with Children Check
- Current drivers' licence.

**10. ORGANISATIONAL ENVIRONMENT**

CatholicCare Social Services Hunter-Manning is a not-for-profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include a range of Child and Family services, Disability, Counselling, Community Services and Out of Home Care (Adoptions and Foster care) services.

**11. MISSION – VISION – VALUES**

***Our Vision***

*For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.*

***Our Mission***

*CatholicCare Hunter Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to 'have life and have it to the full'.*

**Our Values**

*Respect – We show consideration for ourselves and others, whilst recognising each other's differences*

*Justice – We believe in, actively seek and encourage, equality for all*

*Connection – We are committed to developing and enhancing meaningful relationships with, and between, our communities including agencies of the Catholic Diocese of Maitland-Newcastle, funding bodies and like-minded organisations that uphold a commitment to assisting the vulnerable.*

*Collaboration - We encourage teamwork that achieves tangible outcomes through open communication, lateral thinking and positive reinforcement*

*Innovation – We anticipate change and proactively ensure our service delivery is at the forefront of industry standards.*

**12. PERFORMANCE**

Key Performance Area	Key Tasks	Performance Indicators
<p>1. Leadership and Management of daily operations of the Supported Independent Living (SIL) and Aftercare.</p>	<ul style="list-style-type: none"> <li>• Ensure that the young person's safety, welfare and wellbeing &amp; that of their babies (unborn) are the central focus of decision-making and action across all the projects.</li> <li>• Responsibility for the intake and assessment of the suitability of young people referred into the SIL program.</li> <li>• Responsible for creating and maintaining a positive team culture and workplace</li> <li>• Effectively lead the SIL team to implement the new SIL model and support the team through the change management process.</li> <li>• Implement a competency-based skill development program by December 2020.</li> <li>• Implement new community focused housing options including the flagged step-down transitional housing model by December 2020.</li> </ul>	<ul style="list-style-type: none"> <li>• Case notes and case plans reflect that child safety, welfare and wellbeing needs are central.</li> <li>• Decrease in incident and ROSH reports.</li> <li>• All documented workflow processes are followed for intake</li> <li>• Intake panels are convened regularly.</li> <li>• Information is delivered to staff in a timely and effective manner.</li> <li>• Evidence that the SIL team is actively engaged</li> <li>• SIL team effectively transitions to the new model</li> <li>• Evidence that a program has been implemented by December 2020.</li> <li>• Evidence that these models are implemented by December 2020.</li> <li>• Pass accreditation.</li> <li>• KPIs reached</li> <li>• Case plan goals achieved</li> </ul>

	<ul style="list-style-type: none"> <li>• In conjunction with the Team Leaders ensure team and individual practice is consistent with the standards set out by the relevant NSW or Commonwealth funding bodies.</li> <li>• In conjunction with the Team Leaders identify broader Case Management and casework practice issues and propose improvement strategies.</li> <li>• In conjunction with the Team Leaders ensure that Case Managers and other relevant staff familiarise themselves with CatholicCare policies and procedures in relation to safety and welfare of children, young people, carers and staff</li> <li>• In conjunction with the Team Leaders ensure that consistent high-quality records are produced, maintained and stored in relation to children/young people via regular completion of file audits.</li> <li>• Authorise financial payments according to delegated financial responsibility.</li> <li>• Work collaboratively with DCJ according to Case Management Policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Aftercare plans completed on time</li> <li>• Competencies skill set are achieved by each young person</li> <li>• Quality improvement arises from processing of broader practice issues.</li> <li>• Evidence that orientation and other mandatory training like child protection is completed.</li> <li>• Staff sign-off as read any new policy or procedure introduced in the PSP program.</li> <li>• Client file audits reflects documentation and assessments compliant with NSW PSP Standards, OCG requirements and CatholicCare policies and procedures.</li> <li>• Authorised payments remain within delegation.</li> <li>• Audits of team member's records reflect work undertaken in line with the current Case Management Policy.</li> </ul>
2. Casework staff.	<ul style="list-style-type: none"> <li>• In conjunction with the Team Leaders ensure each individual Case Manager, Team Support worker and the Groupwork Facilitator is aware of their KPIs and on track to meet them.</li> <li>• In conjunction with the Team Leaders ensure supervision is conducted monthly with casework staff</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of a thorough orientation and ongoing mentoring.</li> <li>• Evidence that KPIs are being met.</li> <li>• Supervision log reflects monthly supervision with staff.</li> </ul>

	<p>as per CatholicCare policy and procedures.</p> <ul style="list-style-type: none"> <li>• In conjunction with the Team Leaders implement, manage and monitor allocations and workloads focusing on adherence to required interaction frequency, reporting requirements, case planning and review needs for each individual Young person.</li> <li>• In conjunction with the Team Leaders ensure staff deliver key documents in a timely and accurate manner, including case plans, court documents and general reporting requirements.</li> <li>• In conjunction with the Team Leaders, ensure that all young pregnant woman and expecting fathers within the program are supported both during the pregnancy and after the birth</li> <li>• In conjunction with the Team Leaders ensure the timely discussion and recording of any performance/ practice issues as per CatholicCare policy and directions from PSP Operations Manager.</li> <li>• Ensure performance development and appraisals are completed with each team member as per CatholicCare requirements.</li> <li>• Provide day to day management and supervision of the Aftercare Case Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence that staff have a manageable workload with KPIs reached and case plans reviewed</li> <li>• Young people are exiting the programs in a timely manner with sustainable skills, housing and emotional resilience.</li> <li>• File audits reflect quality and timely reporting practices within the team.</li> <li>• Casework practice issues are addressed in a timely manner and continuous improvement pursued.</li> <li>• Performance issues are identified, and improvement plans developed and monitored.</li> <li>• Caseworkers and Parenting Partner are supporting the birth mothers and babies as required.</li> <li>• Performance appraisals are completed at required intervals and training needs are identified.</li> <li>• Evidence that the AfterCare Program is achieving KPIs and compliant with process, procedures and funding requirements.</li> </ul>
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<p>3. Recording and reporting</p>	<ul style="list-style-type: none"> <li>• Complaints are managed according to CatholicCare policy and procedure.</li> <li>• Allegation in care investigations, critical incidents and child protection reporting are supported and/or conducted in line with requirements of PSP and the Diocesan Child Protection Unit.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence that complaints have been recorded and responded to according to policy and procedures.</li> <li>• Records evidence that allegations in care, critical incidents and child protection reporting are undertaken according to workflow.</li> </ul>
<p>4. Planning, quality improvement and business development.</p>	<ul style="list-style-type: none"> <li>• Assist Operations Manager and Program Development Manager with the development, implementation and review of program specific policies, procedures and quality initiatives.</li> <li>• Assist with the completion of reports and operational plans for program.</li> <li>• Attend meetings as delegated and report information back in the requested format.</li> <li>• Facilitate positive networks and relationships with funding body, key agencies, partners, PSP agencies and other relevant stakeholders.</li> <li>• Represent CatholicCare within the community as quality provider of social services and customer focused care.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of participation in meetings and discussions re policies and procedure and quality improvement.</li> <li>• Required reports are provided by the due date</li> <li>• Positive networks and relationships with external parties exist and are maintained.</li> <li>• Evidence that strong networking relationships are developed and maintained.</li> <li>• Attendance and minutes of interagency meetings are evidenced.</li> </ul>
<p>5. General</p>	<ul style="list-style-type: none"> <li>• Abide by all CatholicCare and Diocesan policies and procedures including, mandatory reporting, legislation and Diocesan Child Protection Policy and guidelines and monitor all staff's compliance with this.</li> <li>• Participate in organisational events, development and strategic planning activities.</li> <li>• Actively engage in professional supervision, individual work programming, performance</li> </ul>	<ul style="list-style-type: none"> <li>• Interpersonal communications and professional behaviour reflect organisational expectations as per the Code of Conduct</li> <li>• Information is provided to relevant bodies regarding children at risk in a timely manner.</li> <li>• Relevant meetings and events attended.</li> </ul>

	<p>planning and professional development opportunities.</p> <ul style="list-style-type: none"> <li>• Maintain up-to-date knowledge of, and promote, WHS best practice as per legislation, policies and procedures.</li> <li>• Provide afterhours support to on- call staff member as required.</li> <li>• Participate in staff recruitment and orientation.</li> <li>• Participation in Managers 'On Call roster' assisting with out of hours issues.</li> <li>• Participate in managers afterhours roster.</li> <li>• Complete duties within the scope of the position that may be assigned from time to time.</li> </ul>	<ul style="list-style-type: none"> <li>• Positive working relationship with internal and external parties is evident.</li> <li>• Documents indicated that supervision has taken place.</li> <li>• Delivery of performance management processes.</li> <li>• Evidence of WHS knowledge and commitment to best practice.</li> <li>• On-call casework staff reports that they feel supported.</li> <li>• Evidence of participation in staff recruitment and orientation.</li> <li>• Evidence of participation in the on call roster and working outside of business hours and on weekends</li> <li>• Evidence of completion of other duties.</li> </ul>
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### 13. Key Relationships & Communications

1. Team Leaders	Daily to ensure that the program operates in a safe and effective manner
2. Operations Manager, Permanency Support Program	As required for issues that arise – supporting and reporting, and supervision.
3. DCJ	As required for successful coordination, referral and communication of the program.
4. Internal Staff and other stakeholders	As required for successful coordination, referral and communication of the program.

## 14. SIGNIFICANT CHALLENGES

What?	Why?
Delegation of task and responsibility to the 2 Team Leaders so they can lead a the SIL team to maintain quality service provision in an environment of high workloads, challenging relationships and practical and emotional stressors.	The focus of the role is to support the Team Leaders to pick up the day to day running of the program so the Manager can focus on bigger picture issues like assessment and referrals, a move to competency-based programs and new and innovative housing models.
Change Management	This program is undergoing significant change, growth and restructure.
Program Development	We need to be the best SIL provider and blaze a new way forward.

## 15. DECISION MAKING

### **Decisions that are made by the Manager without referral: to the Operations Manager:**

- Decisions that have a significant potential impact on any person (child/young person) but not to program or CatholicCare.
- Any decisions that may have a safety impact on children, young person, staff, stakeholders, or other community members.
- Changes to case plan goals and case and financial plans if within budget for allocated children and young people.
- Responses to request for information under Chapter I6A.
- Delegation of tasks to the Team Leaders and Case Managers.
- General acceptance of SIL and Impact Clients into the YAS Program.

### **Decisions that are made by the Manager after consultation with Operations Manager:**

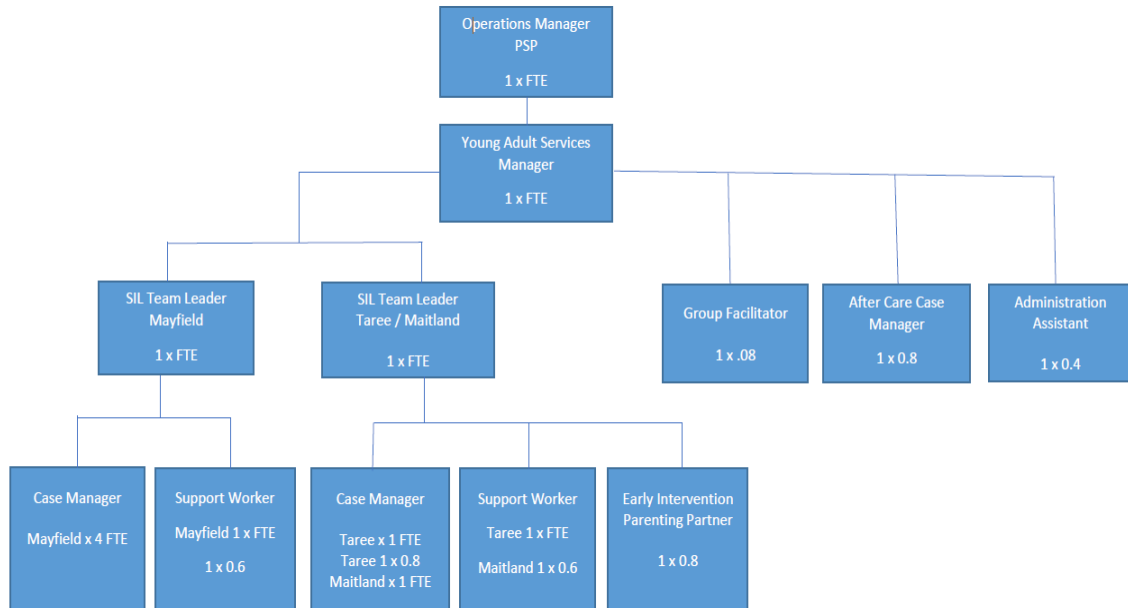
- Placement changes
- Any decision that has a significant potential impact on the program, CatholicCare reputation or breaches of the Vision, Mission and Values.
- Actions required in addressing staff performance issues.
- Complaints that escalate or that may potentially impact on the program.
- Actions arising from the completion of risk-assessment /decision-making tools.

### **Decisions that need to be referred to the Operations Manager:**

- Changes to case plan goal and case and financial plans outside of available budget.
- Authorisation of high expense case plans.



## 16. ORGANISATIONAL CHART



## 17. EMPLOYMENT CONDITIONS

All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.

In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.

## 18. LEGISLATION & CATHOLIC CARE POLICY

### Occupants must:

- Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager;
- Have a current driver licence;
- Take reasonable action to familiarise himself / herself with CatholicCare policies and procedures, and compliance with WH&S laws and regulations;
- Not take advantage of their role in CatholicCare for personal gain;
- Take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare; and,
- Only make decisions within their delegated responsibilities.

## 19. EXPECTED EMPLOYEE BEHAVIOUR

### Employees must:

- Display a commitment to the Vision, Mission & Values of CatholicCare.

- Display respect for themselves and their colleagues
- Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve
- Work with residents/People We Support in line with relevant legislation
- Attend staff meetings and compulsory education when required
- Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / people we support.

<b>Position Description last reviewed:</b>	26/8/2020	<b>Next review due:</b>	26/8/2021
<b>Occupant Name:</b>		<b>Occupant Signature:</b>	
<b>Date:</b>			