

## **C4.26 APPLYING FOR A JOB AT BRISBANE YOUTH SERVICE**

### **Employment Package**

Thank you for your interest in applying for a position with Brisbane Youth Service Inc. (BYS). BYS is an equal opportunity employer and as such, the following information is provided to ensure that all applicants have an equal opportunity for preparing their applications. It is important that your application meets the requirements of this document.

#### **ORGANISATIONAL PROFILE**

BYS's vision is *"new futures for young people"*. We are a medium sized incorporated association providing holistic responses to vulnerable young people (aged 12 – 25 years) and young families who are experiencing homelessness or at-risk of becoming homeless. We provide transitional housing and crisis accommodation, tenancy support and a range of services and referral pathways to address physical and mental health issues, establish successful relationships and support networks and support to access education, training and long-term employment.

Brisbane Youth Service recently expanded its service offerings and geographical reach by merging the programs and services offered by Carina Youth Agency and Youth Emergency Services into BYS.

BYS is governed by a dedicated and experienced Board. Please refer to the attached BYS structure for information about the teams and programs.

#### **BYS SERVICES AND PROGRAMS**

BYS offers a holistic range of services that move from immediate needs through to planned support.

The current range of services provided includes:

- Transitional housing and tenancy support
- Crisis accommodation
- Specialist youth medical clinic including a Registered Nurse and sessional General Practitioners
- Intensive personal support and counselling
- Activities, arts and life-skills programs
- A women's only housing service
- Parent support services for young families including intensive support
- Information, health education, advice, support and advocacy across a range of issues
- Drug intervention, education and support.
- Needle and Syringe Exchange program
- Access to emergency financial assistance
- On-site visits from Centrelink and QPILCH (legal)

You can visit [www.brisyouth.org](http://www.brisyouth.org) for more details and information about BYS and the services we provide.

## **ABOUT THE ADVERTISED POSITION AND APPLICATION PROCESS**

### **THE POSITION DESCRIPTION**

The Position Description is attached and should be read carefully as it details the requirements, duties and selection criteria for the position.

### **YOUR APPLICATION**

A separate application must be submitted for each vacancy advertised. The application is to include the following:

- a) a completed Job Application Form.
- b) your responses to the SELECTION CRITERIA of no more than five (5) pages for all responses.
- c) your resume / curriculum vitae including the names, positions and telephone numbers of three referees who can comment on your competency regarding the selection criteria. Referees will only be contacted after an interview.
- d) Copies of relevant tertiary qualifications relevant to this position.
- e) Copy of evidence of right to work in Australia (E.G. Australian Passport, permanent residency or working visa) or make available at interview.

Advancement to the next stage of the selection process will be based on how well you demonstrate your ability to meet the selection criteria as well as relevant information contained in your resume.

In your responses, please provide examples that provide evidence that you have the relevant knowledge, skill or ability to fulfil this role. If you only state that you meet the selection criteria without demonstrating how you meet it and your competencies, it is unlikely that you will be short-listed for an interview.

### **SHORT-LISTING PROCESS**

As stated above, initial short-listing is based on your written responses and your resume.

Short-listing will occur within one week of the closing date and shortlisted applicants will be contacted for an interview during this week. Please refer to dates on page 4.

If you have not been short-listed, you will be advised of this in writing following the finalisation of the selection process.

### **INTERVIEW PROCESS**

Shortlisted applicants will be invited to attend an interview with the selection panel.

The selection panel will ask you questions relevant to the selection criteria and allow you to expand on your written submission. Each applicant will be asked the same questions and you may be provided with a copy of these questions fifteen minutes prior to your interview. A time limit will be set for the interview session to determine the interviewee's ability in time management.

Interview questions will be aimed at testing your knowledge and skills and may include scenarios. You should answer each question fully and succinctly to demonstrate your ability to take on this role. Time will

be allocated prior to the end of the interview for you to ask the panel questions about the role or the organisation.

You are welcome to bring samples of your work or other documents to share with the panel, which will assist in demonstrating your skills and experience.

#### REFEREE CHECKS

Referee checks are used to supplement the final selection decision. It is the responsibility of your referee to provide honest feedback about your knowledge, skills and abilities relevant to the selection criteria for the position.

At least one referee should be your most recent supervisor. If you are not currently in the workforce your referee should at least be in a position to comment on your abilities as they relate to the selection criteria.

If you have any concerns about the reference checking process, please raise them during your interview.

#### SELECTION

If you are selected for the position you will be contacted by telephone and offered the position. Should you accept, a formal written offer of employment will be forwarded to you including information detailing the terms and conditions of employment.

If you are not selected following interview, you will be advised of this in writing and advised that post selection feedback is available should you request it.

<b>For further queries about the position please contact:</b>	Di Mahoney
<b>Phone:</b>	07 3620 2400
<b>Email:</b>	<a href="mailto:admin@brisyouth.org">admin@brisyouth.org</a>

***Applications close at 5pm Thursday 12 July 2018***

**Applications should be marked “Confidential” and made to the attention of:**

Di Mahoney

<b>Email your application to:</b>	<b>Or post to:</b>	<b>Or deliver to:</b>
<a href="mailto:admin@brisyouth.org">admin@brisyouth.org</a>	PO Box 1389 Fortitude Valley, QLD 4006	42 McLachlan St Fortitude Valley, QLD 4006

#### ATTACHMENTS:

C4.27 Position Description

C4.25 Job Application Form

## POSITION DESCRIPTION

<b>Position title:</b>	Young Women & Young Families Manager		
<b>Program/Team:</b>	Young Women & Young Families		
<b>Employment type &amp; hours:</b>	Full Time - 76 hours / fortnight		
<b>Award conditions:</b>	Social, Community, Home Care & Disability Services Award 2010	<b>Remuneration:</b>	TPEO Level 6
<b>Working from:</b>	Zillah St, Greenslopes		
<b>Reporting relationships:</b>	Reports to the Service Delivery Director; Line management responsibility for six direct reports		
<b>Qualifying period:</b>	6 months		
<b>Primary purpose of position:</b>	This position leads a team of workers responsible for intake, assessment, crisis/ brief intervention and case management support to young women and young families who are experiencing homelessness or at risk of homelessness. This role oversees the delivery of both centre based and mobile support services.		
<b>SELECTION CRITERIA</b> - Applicants shall be assessed against these selection criteria. Applicants need to provide written responses to the selection criteria below of up to four pages in total.			
SELECTION CRITERIA	<ol style="list-style-type: none"> <li>1. Understanding of and commitment to BYS vision, objectives and practice framework.</li> <li>2. Demonstrated high level skills in assessment, crisis and brief intervention, and case management support with vulnerable young women and young families.</li> <li>3. Demonstrated knowledge of issues impacting young women and young families including homelessness, child protection and domestic violence.</li> <li>4. Knowledge of child development, infant mental health, attachment theory and feminist practice frameworks.</li> <li>5. Highly developed critical thinking, problem solving and risk management skills and the demonstrated application of these in a frontline service delivery setting.</li> <li>6. Demonstrated ability to lead, inspire and effectively manage a team of professional staff.</li> <li>7. Demonstrated ability to plan, implement, monitor and evaluate programs and service responses with a focus on continuous improvement.</li> <li>8. Highly developed communication and interpersonal skills with a demonstrated ability to build effective partnerships and networks, and negotiate and influence internal and external stakeholders.</li> <li>9. Demonstrated ability to prioritise and meet deadlines and effectively manage contracts, reporting, and budgets.</li> </ol>		
Qualifications, Checks and References (Mandatory)	<ul style="list-style-type: none"> <li>• A tertiary qualification in Social Work, Human Services, Social Science, Psychology or similar.</li> <li>• Current Queensland driver's licence.</li> <li>• Working with Children Suitability Positive Notice (Blue Card).</li> <li>• Three relevant referees, including current or most recent manager.</li> </ul>		

Experience:	<ul style="list-style-type: none"> <li>• Previous management experience in the not for profit sector.</li> <li>• Experience in delivering and monitoring programs and services to vulnerable young women and young families.</li> <li>• Experience in developing networks and collaborative relationships with external providers.</li> </ul>
Attributes:	<ul style="list-style-type: none"> <li>• An ability to lead and motivate and contribute in a positive way to the health of an organisation.</li> <li>• Ability to work independently exercising a high degree of initiative, judgement and decision making.</li> <li>• Strong analytical skills.</li> <li>• Personal drive and integrity.</li> <li>• Consultative and collaborative working attitude.</li> <li>• Commitment to a learning culture and ongoing professional development.</li> </ul>

### **KEY RESULT AREAS - Role and responsibilities**

Service Delivery and Operations	<ul style="list-style-type: none"> <li>• Deliver housing and support services to young women and young families in accordance with relevant legislation, program guidelines, service standards and BYS policies and procedures.</li> <li>• Lead a team of workers to provide intake, assessment, crisis and brief intervention and case management support to vulnerable young women and young families.</li> <li>• Oversee the delivery of group work programs for young women and young parents and their children to build knowledge, skills, and social connectedness.</li> <li>• Utilise the Queensland Homelessness Information Platform (QHIP) to manage assessment of needs, and referrals across the homelessness service system.</li> <li>• Ensure the delivery of quality services to young women and young families by monitoring and reviewing case plans and the alignment of interventions with the BYS practice framework.</li> <li>• Identify, mitigate and monitor risks in the delivery of services to young women and young families.</li> <li>• Manage critical incident responses to ensure the safety of young people, staff and the community.</li> <li>• Contribute to the development of organisational policies and procedures.</li> <li>• Oversee workplace health and safety requirements</li> <li>• Ensure funded programs deliver agreed outcomes in accordance with service agreements.</li> <li>• Maintain a current knowledge of trends, policies and good practice in the provision of services to young women and young families.</li> <li>• Ensure the timely, consistent and accurate completion of client data records by all team members, including intake and outcomes assessment data, to contribute to monitoring, evaluation and reporting on program performance and outcomes.</li> <li>• Participate in quantitative and qualitative data collection, analysis and critical reflection to support BYS continual quality improvement, research and evaluation processes.</li> <li>• Enhance service delivery through regular staff training in evaluation and reporting</li> <li>• Identify opportunities for service growth and contribute to the development of service models and funding submissions.</li> <li>• Participate in and represent the organisation in relevant networks, forums etc</li> <li>• Develop and maintain collaborative relationships with internal and external stakeholders.</li> <li>• Transport groups and individuals to appointments, meetings, and any other activities as required.</li> <li>• Undertake other tasks as required.</li> </ul>
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People and Culture	<ul style="list-style-type: none"> <li>• Manage the recruitment, induction, development and performance of staff with a focus on growing individual's knowledge, skills and professional practice.</li> <li>• Model and drive a culture of respect, optimism, accountability, resilience in line with the organisation's values.</li> <li>• Create a trusting, cohesive environment where people can express opinions and those opinions are heard.</li> <li>• Develop and monitor performance plans, learning and development plans and self-care plans for team members.</li> <li>• Model ethical behaviours and consistently apply ethical standards to self and others.</li> <li>• Drive performance and accountability for achieving expected outcomes.</li> <li>• Accurate and timely completion of timesheets and leave requests on a fortnightly basis, including resolving any discrepancies.</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Manage all administrative functions relating to the role and the team in accordance with relevant policies and procedures.</li> <li>• Monitor and report performance against contracted targets and liaise with funding bodies as required.</li> <li>• Ensure appropriate records are created and maintained in accordance with relevant legislation and organisational policies.</li> <li>• Provide monthly reports to the Board and as required to the Executive Management Team.</li> </ul>

*This Position Description forms part of the performance management framework for the position of Young Women & Young Families Manager. As the successful applicant you are required to sign and date this Position Description to demonstrate your commitment to fulfil this role in accordance with the key result areas outlined above.*

<b>Employee Name:</b>		<b>Signature:</b>		<b>Date:</b>	
<b>Managers Name:</b>		<b>Signature:</b>		<b>Date:</b>	

## C.4.25 JOB APPLICATION FORM

Please complete this application form and return it to Brisbane Youth Service (BYS) in accordance with the advertised Employment Package.

<b>Position Title:</b>	<b>Young Women and Young Families Manager</b>		<b>Closing date:</b>	<b>12/07/2018</b>
<b>Applicant:</b>	<b>Name:</b>			
	<b>Address:</b>			
			<b>Post code:</b>	
	<b>Day time phone:</b>		<b>Mobile:</b>	
<b>Email address:</b>				
<b>Place of birth:</b>	<b>Town / City:</b>		<b>Date of birth:</b>	/ /
	<b>Country:</b>			
<b>Work eligibility:</b>	<input type="checkbox"/> Australian citizen		<input type="checkbox"/> Australian resident	
	<input type="checkbox"/> New Zealand citizen		<input type="checkbox"/> New Zealand resident	
	<input type="checkbox"/> Current working visa: (Copy must be attached)		<b>Expiry date:</b>	/ /
	<input type="checkbox"/> Other visa: (Copy must be attached)		<b>Expiry date:</b>	/ /
<b>Blue Card:</b>	Do you hold a current Positive Notice Blue Card for Child Related Employment?			<input type="checkbox"/> YES
				<input type="checkbox"/> NO
	If yes, provide Blue Card Number:		<b>Expiry date:</b>	/ /
	If no, have you applied for a Blue Card?	<input type="checkbox"/> YES	<b>Date lodged:</b>	/ /
		<input type="checkbox"/> NO		
<b>Drivers licence:</b>	Do you have a current Queensland driver's licence?			<input type="checkbox"/> YES <input type="checkbox"/> NO
<b>Health conditions</b>	Do you have any pre-existing health conditions that may impact on your ability to undertake this role?			<input type="checkbox"/> YES <input type="checkbox"/> NO
	If yes, please provide additional information:			
<b>Where did you find out about this position?</b>	<input type="checkbox"/> BYS website		<input type="checkbox"/> QCOSS	<input type="checkbox"/> Ethical Jobs Weekly
	<input type="checkbox"/> Word of mouth		<input type="checkbox"/> Other:	

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Please complete this application form and return it to Brisbane Youth Service (BYS) in accordance with the advertised Employment Package.

<b>Equal employment opportunity / diversity information</b>	Please indicate if you belong to any of the following groups (completion of this section is voluntary and used for statistical purposes only):	<input type="checkbox"/> People with a disability
		<input type="checkbox"/> Aboriginal people
		<input type="checkbox"/> Torres Strait Islander people
		<input type="checkbox"/> Women
		<input type="checkbox"/> People from a non-English speaking background
<b>Qualifications:</b>	What tertiary qualifications do you hold: (Copies must be attached)	
<b>Start date:</b>	If the position was offered to you, when are you available to start work?	/ /
<p><b>Authorisation and Understanding</b></p> <p>I authorise Brisbane Youth Service to investigate my work history and verify all information given on this application. These enquiries may include information as to my character, general reputation and personal characteristics. I consent to the conduct of such enquiries and to the consideration of any statements or references provided by former employers in response to these enquiries.</p> <p>I authorise all individuals and employers whom I have named in my application, unless specifically limited by me in writing, to provide information requested about me, and I release them and Brisbane Youth Service from liability and damages in providing this information.</p> <p>I understand and acknowledge that any misrepresentation, omission or incorrect statement of fact may result in rejection of my application or, if hired, immediate termination of employment.</p> <p>I understand that all information provided to BYS in relation to my application will be treated in the strictest confidence and will not be communicated to any third party without my consent.</p>		
<b>Signature:</b>		<b>Date:</b> / /