

## About Brisbane Youth Service

Thank you for your interest in the **Health Services Senior Manager** role with Brisbane Youth Service!

Brisbane Youth Service (BYS) has worked with homeless and vulnerable young people (aged 12 to 25 years) and young families in Brisbane and surrounding areas since 1977.

A leader in the community services industry, BYS provides housing, physical and mental health services as well as specialist programs for young women and young families, to assist them to overcome challenges and achieve life goals. BYS uses a client-centred, strengths-based practice approach when working with young people.

BYS supports each young person to identify their goals and holistically address the range of challenges they face. Even with brief support from BYS, most young people can move out of crisis and towards a better future.

Through research and evaluation programs, BYS builds knowledge to develop innovative supports, improve outcomes, and to raise awareness of issues impacting vulnerable young people in our community.

Currently, we have almost a hundred staff operating across six locations around Brisbane.

### Our Vision

New futures for young people

### Our Values (R.O.A.R)

Respect  
Optimism  
Accountability  
Resilience

### Our Commitment

To promote a just society for young people



# 88%

of young people told us that they are **happy that workers listen to them and they have a say** in their support at BYS.

# Employee Value Proposition

## We value our people

We value our people and the contribution they make to the community and the lives of the young people we support. That's why we have invested in our Employee Value Proposition, to make our employees' experience a memorable and rewarding one.

### By joining us at Brisbane Youth Service (BYS), you will benefit from the following:

- Additional annual leave (5+ weeks pro rata)
- Warm, friendly, and values-driven culture
- Generous salary packaging options
- Long service leave entitlement after five years' continuous service
- Annual professional development budget
- Career development opportunities
- Flexible working arrangements
- Paid study leave and parental leave to eligible employees

### Why our employees stay with BYS:

1. **Meaning:** "Our work positively supports and changes young people's lives and that gives me a sense of purpose."
2. **Team:** "I work with a great team who treat me with respect and genuinely care about me. We share the same goals and provide each other with feedback and support to achieve them."
3. **Flexibility:** "I have the flexibility to work the hours that meet my personal and family needs."
4. **Role:** "I have the autonomy to complete interesting and challenging work tasks."
5. **BYS mission, vision, and values:** "We live and breathe BYS's purpose, vision and values by putting young people at the centre of our decisions and how we work."
6. **Development:** "My manager is supportive of my professional development."



#### WHAT YOUNG PEOPLE SAY ABOUT BYS

“ You were there for us when no one else was and **100% always had our backs.** You helped us to create a real home for our little family. ”

“ I was homeless and had no one else to rely on, BYS provided me with **reliable consistent support** to help me back on my feet. ”



# Health Services Senior Manager

## Position Description

<b>Position Title:</b>	Health Services Senior Manager		
<b>Program/Team:</b>	Health & Early Intervention Services		
<b>Employment Type &amp; Hours:</b>	Full time   76 hours per fortnight		
<b>Award Conditions:</b>	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	<b>Remuneration:</b>	Level 7
<b>Working From:</b>	McLachlan Street Fortitude Valley and/or other BYS offices		
<b>Reporting Relationships:</b>	Reports to the Service Delivery Director Management responsibility for program area of three [3], plus sessional GPs.		
<b>Probation Period:</b>	Six [6] months		
<b>Primary Purpose of Position:</b>	The primary purpose of this position is to lead the delivery of BYS health and early intervention services and build partnerships to expand services to meet the needs of vulnerable young people in Brisbane. The Health Services Senior Manager is responsible for a multi-disciplinary team providing psycho-social, mental health and alcohol and other drug interventions, and clinical medical services for vulnerable young people. In addition, the role oversees the delivery of early intervention programs for young people at risk of disconnection from family, disengagement from education or work and homelessness. The role oversees the delivery of centre based, group and mobile support services.		
<b>SELECTION CRITERIA - Applicants shall be assessed against these selection criteria.</b>			
<b>Applicants need to provide written responses to the selection criteria below of not more than two [2] pages in total.</b>			
<b>Selection Criteria:</b>	<ol style="list-style-type: none"> <li>1. Understanding of and commitment to BYS vision, objectives and practice framework</li> <li>2. Demonstrated ability to lead the development, implementation, monitoring and evaluation of clinical and therapeutic programs with a focus on continuous improvement</li> <li>3. Highly developed communication and interpersonal skills with a demonstrated ability to negotiate with and influence stakeholders</li> <li>4. Ability to build effective professional networks and service delivery partnerships to improve service responses</li> <li>5. Demonstrated ability to lead, inspire and effectively manage a team of professional staff including quality practice, monitoring performance, contracts, reporting and budgets</li> <li>6. Highly developed critical thinking, problem solving and risk management skills and demonstrated application of these in a frontline service delivery setting</li> <li>7. Demonstrated ability to plan, implement, monitor and evaluate programs and service responses with a focus on continuous improvement and innovation</li> <li>8. Demonstrated skills and experience in assessment, crisis and brief intervention, and planned support with vulnerable young people</li> </ol>		

<b>Education, Qualifications, Requirements</b> [Mandatory]:	<ul style="list-style-type: none"> <li>• A tertiary qualification in Social Work, Psychology, Social Sciences or comparable qualification OR substantial demonstrated experience in a related field</li> <li>• Current Queensland driver’s license</li> <li>• Working with Children Suitability Card [Blue Card] / willingness to obtain a Blue Card prior to commencement</li> <li>• Evidence of vaccination, immunity, or medical exemption for the following preventable diseases prior to commencement: Measles, Mumps, Rubella and Varicella [Chicken Pox]; Pertussis [Whooping Cough]; Hepatitis B [health team workers only] and COVID-19</li> <li>• Three relevant references, including most recent Manager, if relevant</li> </ul>
<b>Skills &amp; Experience:</b>	<ul style="list-style-type: none"> <li>• Extensive knowledge of the health and community services sector</li> <li>• Experience in the development and delivery of health, wellbeing and early intervention services</li> <li>• Experience in managing clinical risk including developing and monitoring clinical governance frameworks</li> <li>• Experience in program design and service innovation and development</li> <li>• Experience providing support to the EMT regarding strategic directions and opportunities to address service gaps, funding opportunities and innovations to support the growth of the organisation</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• An ability to lead and motivate staff and contribute in a positive way to the health of an organisation</li> <li>• Ability to demonstrate strong leadership, exercising a high degree of initiative, judgement, strategic decision making and risk management</li> <li>• Personal drive and integrity</li> <li>• Consultative and collaborative working attitude</li> <li>• Flexible, self-directed initiative, collaborative, inclusive, respectful, ethical, accountable</li> <li>• Commitment to a learning culture and ongoing professional development</li> </ul>
<b>KEY RESULT AREAS – Roles and Responsibilities</b>	
<b>Leadership:</b>	<ul style="list-style-type: none"> <li>• Demonstrate leadership qualities including the ability to mentor, support and guide team members, monitor performance and practice, maintain supervision records, learning and development, self-care, and annual performance and development plans in line with BYS policies and guidelines</li> <li>• Lead the development and establishment of new health and wellbeing services, early intervention programs and partnerships to respond to the identified needs of vulnerable young people</li> <li>• Lead the implementation and monitoring of the BYS clinical governance framework and continuous quality improvement for health and early intervention services</li> <li>• Represent the organisation in relevant health and community service networks and working groups</li> <li>• Contribute to and participate in the development of policy submissions, funding proposals, tenders and pitches</li> <li>• Support and coach program managers and senior practitioners in the health and early intervention teams</li> </ul>

	<ul style="list-style-type: none"> <li>• Drive performance and accountability for achieving expected outcomes</li> <li>• Implement relevant service standards to ensure quality service provision</li> <li>• Identify opportunities for service growth and contribute to the development of service models and funding submissions</li> <li>• Lead the development of relevant organisational policies and procedures and ensure compliance with clinical and service standards</li> </ul>
<b>Service Delivery:</b>	<ul style="list-style-type: none"> <li>• Lead a multi-disciplinary team that provides intake, assessment, crisis and brief intervention, planned support and group work for vulnerable young people</li> <li>• Lead the delivery of health services, including physical and mental health, and alcohol and other drugs services, for young people in accordance with relevant legislation, program guidelines, clinical service standards and BYS policies and procedures</li> <li>• Lead the delivery of early interventions services, including youth support programs and family-based interventions for young people in accordance with relevant legislation, program guidelines, clinical service standards and BYS policies and procedures</li> <li>• Ensure the delivery of quality services to young people by working with managers to monitor and review clients planned support, caseloads and the effective delivery of interventions that align with the BYS practice framework</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 health and early intervention services for young people.</li> <li>• Ensure the timely, consistent and accurate completion of client data records by managers and team members to contribute to monitoring, evaluation and reporting on program performance and outcomes</li> <li>• Participate in and develop quantitative and qualitative data collection, analysis and critical reflection to support BYS continual quality improvement, research and evaluation processes</li> <li>• Participate in and represent the organisation in relevant networks, forums, etc.</li> </ul>
<b>People, Culture, Safety:</b>	<ul style="list-style-type: none"> <li>• Manage the recruitment, induction, development and performance of managers and staff with a focus on growing individual's knowledge, skills and professional practice</li> <li>• Model and drive a culture of respect, optimism, accountability, and 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 managers and team members</li> <li>• Provide effective supervision to managers and team members and maintain supervision records in line with BYS policies</li> <li>• Develop and monitor performance plans, learning and development plans and self-care plans for team members and enhance service delivery through regular staff training and team building</li> <li>• Model ethical behaviours in line with the BYS Code of Conduct and consistently apply ethical standards to self and others</li> </ul>

	<ul style="list-style-type: none"> <li>• Drive performance and accountability for achieving expected outcomes.</li> <li>• Supervise and/or support managers to supervise students on placement.</li> <li>• Protect and promote the rights of children and young people, including making decisions compatible with the <i>Human Rights Act 2019</i>; and responding to and reporting suspicions and disclosures of abuse or harm</li> <li>• Ensure a healthy and safe workplace for all by adhering to <a href="#">BYS Work Health and Safety Policy</a>, Procedures and Practices</li> <li>• Identify, mitigate and monitor risks in the delivery of services for young people</li> <li>• Manage critical incident responses to ensure the safety of young people, staff and the community</li> </ul>
<b>Administration:</b>	<ul style="list-style-type: none"> <li>• Monitor and report mandatory performance against contracted targets and liaise with funding bodies as required</li> <li>• Manage and monitor budgets in line with BYS policies and directives. Manage all administrative functions relating to the team, including management of accurate records, client files, correspondence and statistics</li> <li>• Provide reports to the Service Delivery Director and EMT/Board as required</li> <li>• Maintain mandatory reporting in collaboration with relevant staff</li> <li>• Submit and approve timesheets and leave requests accurately and on time on a fortnightly basis, in accordance with relevant legislation and organisational policy and procedure</li> <li>• Undertake any other tasks as required</li> </ul>

## How to Apply

Thank you for taking the time to review this position and for considering working with Brisbane Youth Service.

To apply, please email your (1) Cover letter addressing the selection criteria along with your (2) CV to **Mel Bradford, HR Manager**, at [hr@brisyouth.org](mailto:hr@brisyouth.org).

Applications for this position close **11:59pm Monday 14 November 2022**.

Applications will be reviewed and shortlisted as they are submitted.

Interviews will take place progressively for successfully shortlisted applicants on or before **Friday 18 November 2022**.

We look forward to hearing from you!



Join Brisbane Youth Service  
to **make a difference**  
in the lives of vulnerable young  
people and their families.

