

About Brisbane Youth Service

Thank you for your interest in the **Hub Intake 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. ”



Hub Intake Manager

Position Description

Position Title:	Hub Intake Manager		
Program/Team:	Hub Intake Team		
Employment Type & Hours:	Full time 76 hours per fortnight		
Award Conditions:	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	Remuneration:	SACS Level 6
Working From:	McLachlan Street Fortitude Valley and/or other BYS offices		
Reporting Relationships:	Reports to the Intake and Early Intervention Senior Manager; Responsible for 2 senior practitioners and 11 direct reports		
Probation Period:	Six [6] months		
Primary Purpose of Position:	This position leads a team of youth workers responsible for intake, assessment, crisis/ brief intervention and planned support for young people presenting for assistance at the Fortitude Valley Hub. This role oversees the delivery of phone triage, centre based and mobile support services, and assertive outreach.		
In addition to submitting a resume or CV applicants must address the selection criteria [below] in their cover letter to be considered for shortlisting			
Selection Criteria:	<ol style="list-style-type: none">1. Understanding of and commitment to BYS vision, objectives and practice framework2. Demonstrated high level skills in assessment, crisis and brief intervention, and case management support with vulnerable young people3. Highly developed critical thinking, problem solving and risk management skills and the demonstrated application of these in a frontline service delivery setting4. Demonstrated ability to lead, inspire and effectively manage a team of professional staff5. Demonstrated ability to plan, implement, monitor and evaluate programs and service responses with a focus on continuous improvement6. Highly developed communication and interpersonal skills with a demonstrated ability to build effective partnerships and networks, and negotiate and influence internal and external stakeholders7. Demonstrated ability to prioritise and meet deadlines and effectively manage contracts, reporting, and budgets		
Education, Qualifications, Requirements [Mandatory]:	<ul style="list-style-type: none">• A tertiary qualification in Social Work, Human Services, Psychology, Social Sciences or comparable qualification OR substantial demonstrated experience in a related field• Current Queensland driver’s license• Working with Children Suitability Card [Blue Card] / willingness to obtain a Blue Card prior to commencement• 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		

	<ul style="list-style-type: none"> • National Police Check Clearance • Three relevant references, including most recent manager, if relevant
Skills & Experience:	<ul style="list-style-type: none"> • Previous management experience in the not for profit sector • Experience providing frontline services in a highly paced environment • Experience in delivering programs and services to vulnerable young people • Experience in developing networks and collaborative relationships with external providers
Personal Attributes:	<ul style="list-style-type: none"> • An ability to lead, motivate and contribute in a positive way to the health of an organisation • Ability to work independently exercising a high degree of initiative, judgement and decision making • Personal drive and integrity and ability to stay calm under pressure • Consultative and collaborative working attitude • Flexible, initiative, collaborative, inclusive, respectful, ethical, accountable • Commitment to a learning culture and ongoing professional development
KEY RESULT AREAS – Roles and Responsibilities	
Leadership:	<ul style="list-style-type: none"> • Lead a team of youth workers to provide intake, assessment, crisis and brief intervention and planned support for vulnerable young people and their accompanying children • Lead the delivery of specialist homelessness services for young people in accordance with the relevant program guidelines and service standards • Lead and develop a positive team culture and practice approach • Participate effectively as part of the BYS management team • Experience in managing and mitigating operational risks in service delivery • Demonstrate leadership qualities such as ability to mentor, support and guide; provide debriefing [including incident debriefing] to colleagues, as required, and model the BYS core values of Respect, Optimism, Accountability and Resilience • Plan and support team induction processes including practice mentoring and shadowing opportunities for new team members • Use project management tools [Asana] to update projects and prepare reports as required
Service Delivery:	<ul style="list-style-type: none"> • Oversee the delivery of both centre based and mobile/outreach services for vulnerable young people to access immediate and/or ongoing brief support. • Utilise the Queensland Homelessness Information Platform (QHIP) to manage assessment of needs, referrals and housing allocations across the homelessness service system • Ensure the delivery of quality services to young people by monitoring and reviewing support plans and the alignment of interventions with the BYS practice framework • Identify, mitigate and monitor risks in the delivery of services to young people. • Manage critical incident responses to ensure the safety of young people, staff and the community

	<ul style="list-style-type: none"> • Contribute to the development of organisational policies and procedures and ensure compliance with relevant service standards • Ensure funded programs deliver agreed outcomes in accordance with service agreements and manage reporting requirements • Maintain a current knowledge of trends, policies and good practice in the provision of services to young people • Contribute to and participate in program evaluation activities and utilise learnings to continuously adapt and improve service responses for young people • Identify opportunities for service growth and contribute to the development of service models and funding submissions • Participate in and represent the organisation in relevant networks, forums etc. • Develop and maintain collaborative relationships with internal and external stakeholders and services • Transport groups and individuals to appointments, meetings, and any other activities as required
People, Culture, Safety:	<ul style="list-style-type: none"> • Manage the recruitment, induction, development and performance of staff with a focus on growing individual's knowledge, skills and professional practice. • Contribute to a culture of respect, optimism, accountability and resilience in line with organisational values • Participate in regular supervision to monitor service delivery and evaluation and collaborate on high-risk planned support and self-care initiatives • Provide effective supervision to team members and maintain supervision records in line with BYS policies • Participate as a collaborative and supportive team member, contributing to the overall effectiveness of the team and outcomes for young people • Participate in quality practice reviews, all-staff days, organisational planning and identify and participate in training and professional development opportunities • Protect and promote the rights of children and young people, including making decisions compatible with the Human Rights Act 2019; and responding to and reporting suspicions and disclosures of abuse or harm • Ensure a healthy and safe workplace for all by adhering to BYS Work Health, Safety and Wellbeing Policy, Procedures and Practices • Actively participate to deliver the BYS Reconciliation Action Plan [RAP] initiatives and measurable actions that support Aboriginal and Torres Strait Islander equality across our organisation
Administration:	<ul style="list-style-type: none"> • Undertake all administrative functions relating to the role and ensure accurate and timely records are created and maintained in accordance with relevant legislation and organisation policies • 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 • Collect and maintain accurate client data, to contribute to monitoring, evaluation and reporting on program performance • Participate in both quantitative and qualitative data collection to support BYS continual quality improvement • Undertake any other duties or tasks as required

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 **the HR team** at hr@brisyouth.org.

Applications for this position close **9.00 am, Friday, 19 January 2024**.

Applications will be reviewed and shortlisted as they are submitted.

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.

