


POSITION DESCRIPTION

Position Title:	Sustaining Young Tenancies & Transitions Manager		
Program/Team:	Sustaining Young Tenancies & Transitions Team		
Employment Type & Hours:	Full-time 76 hours per fortnight [12-month parental leave cover]		
Award Conditions:	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	Remuneration:	SACS Level 6
Working From:	Newdegate Street, Greenslopes and/or other BYS offices		
Reporting Relationships:	Reports to the Housing Services Senior Manager; Line Manager responsibility for six [6] direct reports.		
Probation Period:	Six [6] months		
Primary Purpose of Position:	This position leads a team of Housing Support Workers [SYT] and Positive Transitions Workers [PTP] in order to support tenants of social housing, in particular Department of Communities, Housing and Digital Economy [DCHDE], Brisbane Housing Company [BHC], and Bric Housing, or those in private rental to successfully sustain their tenancies, build their capacity to overcome barriers, and achieve positive sustainable housing and wellbeing outcomes. This role oversees the delivery of both centre based and mobile support services.		
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 framework 2. Demonstrated knowledge of issues impacting vulnerable young people and young families including homelessness, child protection and domestic violence 3. Proficiency in assessment, crisis and brief intervention, and case management support; Highly developed critical thinking, problem solving and risk management skills and the application of these in a frontline service delivery setting with vulnerable young people 4. Highly developed communication and interpersonal skills with a demonstrated ability to build effective partnerships and networks, and negotiate and influence internal and external stakeholders 5. Demonstrated ability to lead, inspire and effectively manage a team of professionals including monitoring performance and service outcomes 6. Demonstrated ability to plan, implement, monitor and evaluate programs and service responses with a focus on continuous improvement and innovation 7. 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, Psychology, Social Sciences or comparable qualification OR substantial demonstrated experience in a related field • Current Queensland driver's license • Police Check Clearance 		

	<ul style="list-style-type: none"> • 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]; and COVID-19 • Three relevant references, including most recent Manager, if relevant
Skills & Experience:	<ul style="list-style-type: none"> • Highly developed knowledge of the community and/or youth sector • Experience leading frontline services in a high-paced environment • Experience in delivering and monitoring programs and services to vulnerable young people • Experience in developing collaborative relationships with a range of service providers • Experience supporting a team of professionals
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 • Strong analytical skills • Personal drive and integrity • Consultative and collaborative working attitude • Commitment to a learning culture and ongoing professional development • Demonstrated leadership qualities including the ability to lead, mentor, support and guide
KEY RESULT AREAS – Roles and Responsibilities	
Leadership:	<ul style="list-style-type: none"> • Lead the delivery of quality services to young people to successfully stabilise and sustain housing by managing referrals, assessment of needs, case coordination, development of shared housing and support plans and the effective delivery and alignment of interventions with relevant legislation, service standards and the BYS practice framework • Lead and contribute to program evaluation activities and utilise learnings to continuously adapt and improve service responses for young people • Support team induction processes including practice mentoring and shadowing opportunities for new team members • Drive performance and accountability for achieving expected outcomes • 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. • Contribute to the development of organisational policies and procedures and ensure compliance with relevant service standards
Service Delivery:	<ul style="list-style-type: none"> • Manage the delivery of a range of housing and tenancy sustainment programs for young people within relevant program guidelines, funding contract agreed outcomes and in accordance with and service agreements • Manage the delivery of mobile/outreach services and other activities to provide vulnerable young tenants access to immediate and/or ongoing support

	<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 • Develop and maintain collaborative partnerships with government and non-government agencies and internal and external stakeholders to support effective housing and support responses for young tenants • Implement relevant service standards to ensure quality service provision • Ensure the timely, consistent and accurate completion of client data records by all team members in accordance with relevant legislation and organisational policies, to contribute to monitoring, evaluation and reporting on program performance and outcomes • Participate in quantitative and qualitative data collection, analysis and critical reflection to support BYS continual quality improvement, research and evaluation processes • Enhance service delivery through regular staff training, evaluation and reporting; Maintain a current knowledge of trends, policies and good practice in the provision of housing and support services to young people and young families
People, Culture, Safety:	<ul style="list-style-type: none"> • Model and drive a culture of respect, optimism, accountability, and resilience in line with the organisation’s values • Model ethical behaviours and consistently apply ethical standards to self and others • Create a trusting, cohesive environment where people can express opinions and those opinions are heard • Develop and monitor performance plans, learning and development plans and self-care plans for team members • Provide effective supervision to all team members and maintain supervision records in line with BYS policies • Supervise and/or support team members to supervise students on placement • Identify, mitigate and monitor risks in the delivery of services for young people • Manage critical incident responses to ensure the safety of young people, staff and the community • 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 • Ensure a healthy and safe workplace for all by adhering to BYS  Work Health and Safety Policy, Procedures and Practices • Actively participate to deliver the BYS Reconciliation Action Plan [RAP] initiatives and measurable actions that support First Nations equality across our organisation and services
Administration:	<ul style="list-style-type: none"> • Manage and monitor budget in line with BYS policies and directives • Manage all administrative functions relating to the role and the team in accordance with relevant policies and procedures • Monitor and report mandatory performance against contracted targets and liaise with funding bodies as required • Provide reports to the Housing Services Senior Manager and Service Delivery Director and as required to EMT/Board

	<ul style="list-style-type: none"> • Submit and approve timesheets and leave requests accurately and on time on a fortnightly basis, resolving any discrepancies • Undertake any other tasks as required
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The changing demands of BYs's organisation requires it to have reasonable flexibility in stipulating the duties that you will undertake from time to time. You will be required to perform any other duties for which you have the appropriate skill and/or training which are assigned to you by BYs, and these responsibilities do not limit what may be reasonably requested of an employee during the course of their employment. As the successful applicant, you are required to sign and date this Position Description to demonstrate your commitment to fulfill this role in accordance with the key result areas outlined above.

Employee Name:		Signature:		Date:	
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