

## POSITION DESCRIPTION

<b>Position Title:</b>	Ruby's House Manager [Ruby's Coordinator/Case Manager]		
<b>Program/Team:</b>	Early Intervention Team		
<b>Employment Type &amp; Hours:</b>	Full Time   76 hours per fortnight to 30 June 2026 (in line with current funding proposal)		
<b>Award Conditions:</b>	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	<b>Remuneration:</b>	SACS Level 5
<b>Working From:</b>	Ruby's House, Alderley, and/or other BYS offices		
<b>Reporting Relationships:</b>	Reports to the Early Interventions Manager 4 Direct Reports		
<b>Primary Purpose of Position:</b>	This position will facilitate the operations of the Ruby's Reunification Program, which provides 24/7 supported accommodation to young people aged 12 to 15 and their families, who are homeless or at risk of homelessness. This role will provide case management, organise residential maintenance and activities, and coordinate's a team of shift workers to provide overnight and weekend support to residents.		
<b>In addition to submitting a resume or CV applicants must address the selection criteria [below] in their cover letter to be considered for shortlisting</b>			
<b>Selection Criteria:</b>	<ol style="list-style-type: none"> <li>1. Demonstrated understanding of the issues impacting young people and their families experiencing or at risk of homelessness</li> <li>2. Demonstrated ability to undertake thorough assessments of family's situation and support needs, including risk assessments</li> <li>3. Demonstrated ability to work holistically with vulnerable young people and their families, building trusting relationships and delivering strengths based, trauma informed frameworks</li> <li>4. Strong knowledge of therapeutic approaches including Narrative Therapy, Family Therapy and Attachment Therapy</li> <li>5. Demonstrated experience in managing/leading a residential service [desirable]</li> <li>6. Strong communication skills, including interpersonal skills and writing skills and the ability to advocate effectively on behalf of others</li> <li>7. Strong organisational and planning skills and the demonstrated ability to work independently and prioritise and manage competing demands</li> </ol>		
<b>Education, Qualifications, Requirements [Mandatory]:</b>	<ul style="list-style-type: none"> <li>• A tertiary qualification in Social Work, Psychology, 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>• National Police Check clearance</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]; and COVID-19</li> <li>• Two references, including most recent manager, if relevant</li> </ul>		

<b>Skills &amp; Experience:</b>	<ul style="list-style-type: none"> <li>• Experience working with vulnerable young people who have complex trauma</li> <li>• Experience in a front-line service delivery setting</li> <li>• Experiencing in managing/leading residential service [desirable]</li> <li>• Experience working collaboratively with other agencies</li> <li>• Experience dealing with conflict and crisis</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• An ability to lead, direct, motivate and contribute in a positive way to the health of an organisation</li> <li>• Personal drive and integrity and ability to stay calm under pressure</li> <li>• Consultative and collaborative working attitude</li> <li>• Flexible, initiative, collaborative, inclusive, respectful, ethical, accountable</li> <li>• Commitment to a learning culture and ongoing professional development</li> </ul>
<b>Role and Responsibilities</b>	
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Contribute to the Ruby's house team recruitment and induction processes including training, practice mentoring and shadowing opportunities in line with BYS policies and procedures and the Ruby's Service Model</li> <li>• Demonstrate leadership qualities, supervise team members, monitor performance, maintain supervision records, learning, development, self-care, and annual performance development plans in line with BYS policies and guidelines</li> <li>• Maintain relevant service standards to ensure quality service provision including participation in and contribution to program evaluation activities to continuously adapt and improve service responses for young people</li> </ul>
<b>Service Delivery:</b>	<ul style="list-style-type: none"> <li>• Promote the Ruby's Program to BYS employees, stakeholders and external agencies and represent BYS at meetings and networks professionally</li> <li>• Ensure all services are delivered within the scope of the Ruby's Service Model, Principles, Theories and Key Practices.</li> <li>• Manage intake and assessment processes for young people being referred into the Ruby's Program.</li> <li>• Encourage active involvement of families in the management, care and future plans of their children</li> <li>• Develop, monitor, and review client support plans and case notes in line with organisational policies and procedures including facilitating referrals and support young people to access legal, physical and mental health support, education and employment, and engage with their community</li> <li>• Complete safety assessments and work collaboratively with the Ruby's team to respond to risk and vulnerability</li> <li>• Plan and implement youth activities and house rosters to meet the needs of young people and the program including transporting groups and individuals to appointments, meetings, and any other activities as required</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>• Report any critical or general maintenance needs of the property to the Early Interventions Manager</li> </ul>

	<ul style="list-style-type: none"> <li>• Be involved with planning and monitoring the financial and program resources</li> <li>• Participate in employees training and development activities as required</li> <li>• Participate in case planning and review and service planning</li> <li>• Develop networks and collaborative relationships with internal and external service providers</li> <li>• Identify and mitigate operational risks in service delivery and undertake risk assessments appropriate to the task</li> <li>• Transport groups and individuals to appointments, meetings, and any other activities as required</li> </ul>
<b>People, Culture, Safety:</b>	<ul style="list-style-type: none"> <li>• Model and drive a culture of respect, optimism, accountability and resilience in line with organisational values</li> <li>• Participate in regular supervision to monitor service delivery and performance and collaborate on high-risk planned support and self-care initiatives</li> <li>• Provide effective supervision to team members and maintain supervision records in line with BYS policies</li> <li>• Where agreed with the line manager, supervise students, project employees and volunteers</li> <li>• Participate as a collaborative and supportive team member, contributing to the overall effectiveness of the team and outcomes for young people</li> <li>• Create a trusting, cohesive environment where people can express opinions, and those opinions are heard</li> <li>• Model ethical behaviours in line with the BYS Code of Conduct and consistently apply ethical standards to self and others</li> <li>• Participate in quality practice reviews, all-staff days, organisational planning and identify and participate in training and professional development opportunities</li> <li>• 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</li> <li>• Ensure a healthy and safe workplace for all by adhering to BYS Work Health, Safety and Wellbeing Policy, Procedures and Practices</li> <li>• Actively participate to deliver the BYS Reconciliation Action Plan [RAP] initiatives and measurable actions that support First Nations equality across our organisation and services</li> </ul>
<b>Administration:</b>	<ul style="list-style-type: none"> <li>• Undertake all administrative functions and financial accountability relating to the role and ensure accurate and timely records are created and maintained in accordance with relevant legislation and BYS policies</li> <li>• Ensure the timely, consistent and accurate completion of client data records, including planned support and reviews, intake and outcomes assessment data, to contribute to monitoring, evaluation and reporting on program performance and outcomes</li> <li>• 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>• Collect and maintain accurate, timely client data and contribute to program-specific and organisation-wide monitoring, evaluation and learning activities</li> <li>• Undertake any other duties or tasks as required</li> </ul>

---

*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.*

*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.*

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