

## POSITION DESCRIPTION

<b>Position Title:</b>	House Manager   Sandgate & Phoenix House		
<b>Program/Team:</b>	Housing 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>	SACS Level 5
<b>Working From:</b>	Windsor and/or other BYS offices as required		
<b>Reporting Relationships:</b>	Reports to the Specialist Housing Program Manager Supervises ten [10] Youth Workers and relief workers when required		
<b>Probation Period:</b>	Six [6] months		
<b>Primary Purpose of Position:</b>	This position is responsible for ensuring the effective operation of a 24/7 housing service for young people aged 15 – 19 years. The position provides planned support for young people during business hours Monday to Friday and coordinates 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. Understanding of and commitment to BYS vision, objectives and practice framework and demonstrated understanding of the issues impacting young people experiencing or at risk of homelessness</li> <li>2. Highly developed skills in assessment, crisis and brief intervention, and planned support with young people</li> <li>3. Ability to plan, implement, monitor and evaluate support plans to achieve positive outcomes for young people</li> <li>4. Sound critical thinking, problem solving and risk management skills and the demonstrated application of these in a frontline service delivery setting</li> <li>5. Strong communication skills including written, verbal and interpersonal skills and the demonstrated ability to form productive working relationships with internal and external stakeholders</li> <li>6. Strong organisational skills including planning, rostering, and budget management with the demonstrated ability to manage competing priorities and meet deadlines</li> <li>7. Ability to work without daily supervision, exercising an informed level of initiative, judgement and decision making in individual case work</li> </ol>		
<b>Education, Qualifications, Requirements [Mandatory]:</b>	<ul style="list-style-type: none"> <li>• A tertiary qualification in Social Work, Psychology, Social Work 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>• Three relevant references, including most recent Manager, if relevant</li> </ul>		

<b>Skills &amp; Experience:</b>	<ul style="list-style-type: none"> <li>• Experience in developing, monitoring and supporting young people within a planned support framework and residential service model</li> <li>• Experience in coordinating rosters and providing line management supervision to team members</li> <li>• Experience in monitoring and reporting on program key performance indicators and outcomes</li> <li>• Experience working autonomously exercising initiative, judgement and decision making within the residential housing program guidelines</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• Self-reflective and critical thinking with sound analytical skills</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>• Ability to exercise initiative, judgement and decision making</li> <li>• Commitment to a learning culture and ongoing professional development</li> </ul>
<b>KEY RESULT AREA – Roles and Responsibilities</b>	
<b>Leadership:</b>	<ul style="list-style-type: none"> <li>• Be involved with the house team recruitment and induction processes including training, practice mentoring and shadowing opportunities in line with BYS policies and procedures</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>• Provide support and manage client referral, assessment, intake, support, and exit to young people residing in the house</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>• 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>• Utilise the Queensland Homelessness Information Platform to manage assessment of needs, referrals and housing allocations across the homelessness service system</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>• Provide on-call support to shift workers on a rotational basis with other House Managers</li> <li>• Report any critical or general maintenance needs of the property to the Housing Service Senior Manager</li> <li>• Be involved with planning and monitoring the financial and program resources</li> </ul>

	<ul style="list-style-type: none"> <li>Identify, mitigate and monitor risks in the delivery of services to young people</li> <li>Facilitate feedback and complaints through the correct BYS channels from young people, staff, and external services/community</li> <li>Contribute to the development of organisational policies and procedures</li> </ul>
<b>People, Culture, Safety:</b>	<ul style="list-style-type: none"> <li>Facilitate a culture of respect, optimism, accountability, and resilience in line with the organisation's values, encouraging a trusting, cohesive environment where people can express opinions and those opinions are heard</li> <li>Comply with the BYS Code of Conduct to ensure ethical and professional practice</li> <li>Attend and participate in monthly and annual supervision and reviews with the Housing Services Senior Manager to monitor service delivery, organisational planning, training and development activities, performance and career planning</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 BYS <a href="#">Work Health and Safety Policy</a>, 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>Complete program performance reporting, in collaboration with the Housing Services Senior Manager to funding bodies and BYS Executive Management Team</li> <li>Submit and approve timesheet variances and leave requests accurately and on time on a fortnightly basis, resolving any discrepancies in accordance with organisational policy and procedure</li> <li>Coordinate administrative functions relating to the role, including maintaining accurate records, client files, correspondence and statistics</li> <li>Undertake any other 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. 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.*

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