



Programs Manager Position Description

POSITION TITLE:	Programs Manager (North West)
EMPLOYMENT:	Full Time 76 hours per fortnight (1.0 EFT) Permanent Position
CLASSIFICATION:	Social and Community Services Employee, Level 7- Pay Point 1 to Pay Point 3 based on qualifications and experience to be confirmed per the <i>Social, Community, HomeCare and Disability Services Industry Award 2010</i>
SALARY PACKAGE:	Ordinary hourly rate plus 9.5% superannuation and oncall allowances. Access to generous NFP tax concessions (specifically, a salary packaging scheme offering up to \$18,450 of your salary tax free)
OVER AWARD:	Additional week annual leave with leave loading Personal/Carers Leave additional 2 days per year (total of 12 days) during first year of service and an additional 4 days per year (total of 14 days) from second year of service and thereafter
DAYS AND LOCATION:	Monday to Friday 9am to 5pm with flexibility as negotiated. From time to time the incumbent may be requested to work from, or to be based at, other Hope Street sites. Monday to Friday 9am to 5pm with flexibility as negotiated
ONCALL/RECALL:	Sharing On/ReCall responsibilities across all Hope Street programs
RESPONSIBLE TO:	Operations Manager

ORGANISATIONAL INFORMATION:

Hope Street has been providing meaningful assistance to vulnerable young people and young families who are experiencing homelessness or are at risk of becoming homeless for over 35 years. Hope Street is a leading specialist youth homelessness organisation based in Brunswick, delivering services across the North and West Divisions of Melbourne.

Hope Street has a zero tolerance to all forms of violence, including child abuse, and is committed to creating safe communities which focus on the best interests of children and young people. The organisation promotes the safety and empowerment of all children and young people acknowledging both their individual diversity and cultural heritage.

Young people (16 – 25 years) and young families are our focus – we concentrate on their immediate as well as short to medium term needs – safety, food, shelter, wellbeing and longer term goals. We consider the whole of the young person and their situation, not just accommodation and housing. This can include health, education, employment, training, income, substance use, mental health, family reconnection as well as availability of affordable and specialised housing/accommodation.



Each program of Hope Street specialises in an area of youth centered service. This is achieved via our programs namely:

- Boost Enhanced youth refuge response (refer below) program providing an immediate response to young people with a focus on early intervention
- Youth Residential 24 hour supported crisis accommodation providing safety, stability, food, linkages to services, living skills as well as access to resources to address needs.
- Youth Support Service Intensive outreach assistance to maintain existing housing, or secure affordable housing as well as one to one assistance to access specialist services such as health, legal, educational, parenting.
- Youth Reconciliation Specialist one to one strengths based, solutions focused counseling. Also supports young people to reconnect with their families.
- Hope Street Melton and Whittlesea medium term residential accommodation with intensive client centered case management empowering young people to strengthen their housing employment, education, personal and social development.
- Homeless Youth Dual Diagnosis Initiative In partnership with Melbourne Health, this is a Youth Homelessness Sector Dual Diagnosis capacity building initiative for improved service delivery responses to young people presenting with drug and substance use or dual diagnosis. Co-located at the Hope Street Brunswick sites provide specialist advise and practice strategies to youth homelessness service providers in the Northern Metropolitan area.
- Hope to Home Melton And Whittlesea In partnership with Gandel Philanthropy and Raine and Horne Real Estate in Melton and in partnership with the Lord Mayor's Charitable Foundation and Real Estate agents in the LGA of Whittlesea, these programs are piloting the model of young people who have/are experiencing homelessness accessing private rental.
- Hope Street First Response Youth Service Melton New program in partnership with the State Government, Melton City Council, corporate and philanthropy provide supported crisis In accommodation to young people/families in the City of Melton. It is anticipated that the purpose built centre will open September 2018.

Key principles of service delivery to clients and the community include:

- Empowerment
- Respect
- Fairness
- Professionalism.

All team members and Board members have a responsibility to work individually and collectively to achieve a service and work environment where equality of opportunity, access and inclusion are fostered.

POSITION INFORMATION:

The Programs Manager will provide leadership and management direction to the Team Leader responsible for the Hope Street First Response Youth Service in Melton supported crisis accommodation centre and mobile outreach program; as well as the Hope Street in Melton Program and the Hope to Home in Melton Program to ensure a best practice culture and commitment to the highest possible quality of service within Hope Street's defined policy and practice environment.



The Program Manager will deliver individual performance management including an annual appraisal to the above team members and the delivery of the strategic plan via annual individual work plans, supervision and effective communication mechanisms.

The Program Manager will manage the resources of the above Programs for optimum outcomes and compliance in all operational areas including human resource management, service delivery, continual quality improvement, compliance and risk management.

Roles and Responsibilities:

1. Programs Development and Delivery

Programs, Systems and Practice in Delivering Services:

- Ensure that all areas of program operation and client service delivery are met;
- Develop and sustain external partners in the provision of integrated, coordinated and seamless approaches and referral pathways;
- Lead and support programs, systems and practice development of therapeutic approaches to service delivery;
- Lead and support the programs, systems and practice development and implementation of more complex interventions and responses with young people and their families including multi disciplinary approach with internal programs and allied services;
- Oversee and ensure the programs operate within budget;
- Oversight of program sites to ensure optimal and safe operation of physical resources and equipment and the maintenance of a safe and secure environment for clients, employees and visitors;
- Prepare submissions targeting service delivery gaps and needs in consultation with the Operations Manager
- Identify, review and embed program systems and practices ensuring a best practice culture and commitment to the highest possible quality of service within Hope Street's defined policy and practice environment;
- In collaboration with the Operations Manager and internal Committees identify, review and embed policies and procedures within a continual improvement culture;
- Conduct annual program planning with each program to review performance, goals, strategies and objectives consistent with continual improvement and the organisational strategic priorities.

Teams:

- Lead and pro/actively manage the Team Leader and program teams to ensure the highest possible service standards and levels of professionalism, continual quality improvement, client centred practice, compliance and competencies are embedded;
- Provide monthly supervision to the Team Leader and direct report program teams;



- Build capacity with the program teams to respond to young people experiencing trauma and complex and/or dual/multi related behaviours;
 - Oversee the implementation of financial administration systems and practices to ensure compliance with relevant legislation, funding contracts and guidelines and Hope Street standards and policies and procedures;
 - Manage the Team Leader to ensure the Youth Residential Program roster has twenty-four hour seven days a week coverage;
 - Perform shift coverage including sleepovers, in the Youth Residential Program when no other staff including the Team Leader are available;
 - Facilitate relevant program and organisational meetings
- 2. Community Capacity Building**
- Establish and maintain effective working relationships with key homelessness and allied support services;
 - Lead community capacity building activities in the region and contribute to regional initiatives designed to improve responses to vulnerable young people at risk of transitioning into a cycle of homelessness with a focus on early intervention and diversion from the Homelessness Service System.
- 3. Professional Development**
- Participate in internal and external professional development including monthly formal supervision from the Operations Manager;
 - Complete an Annual Performance Appraisal lead by the Operations Manager;
 - Develop and implement an Annual Work Plan approved by the Operations Manager.
- 4. Data Collection and Reporting**
- Oversee the accurate completion of program statistical records, data and submissions including analysis of data required for use in Hope Street's internal and Australian Institute of Health and Welfare (AIHW) national data collection, Annual Reports and related activities;
 - Provide a monthly written program report to the Operations Manager.
- 5. Organisational and Administration**
- Pro-actively and within a solution focused approach and continual improvement framework contribute as a member of internal committees and working groups as determined by the Operations Manager;



- Oversee and monitor the accurate completion of administrative duties to ensure maintenance of day to day program operations including Petty Cash, Time Sheets, Telephone, Emails, Post Vacancies as per Opening Doors Framework, Housing Establishment Funds (HEF) in accordance with the Hope Street Policy and Procedures;
- Oversee and monitor the accurate administration of HEF, Youth Refuge Enhancement funds (Brokerage) and other client resources per Hope Street policy and procedures.

6. Other

- Other duties as negotiated from time to time with the Operations Manager
- Contribute constructively as a team member for the benefit of the whole organisation and the promotion of Hope Street in the wider community.

Key Selection Criteria:

1. Demonstrated experience and ability to lead, supervise and motivate leaders and staff teams
2. Demonstrated understanding of delivering services to young people in crisis within a case management framework and in a supported crisis accommodation setting responsive to their needs
3. Demonstrated knowledge of client centred, therapeutic approaches within a multi disciplinary team
4. Ability to develop, implement and monitor youth centered programs and capacity building initiatives
5. Ability to monitor and implement program budgets
6. Demonstrated understanding of the youth homelessness service system and allied services best placed to support and divert young people from homelessness
7. Experience working with partners in provision of integrated, coordinated and seamless responses to achieve referral pathways and service outcomes
8. Highly communication skills including active listening, negotiation and advocacy
9. Demonstrated ability to plan, implement, monitor and review all aspects of service programs

Mandatory Qualifications:

10. Tertiary qualification in Social Sciences (e.g. BA or Masters of Social Work, Youth Affairs) or equivalent.
11. Competency in using Windows software and Excel applications and capacity to maintain appropriate records and files.