



POSITION DESCRIPTION

POSITION TITLE	Program Manager
PROGRAM	North West Programs
REPORTS TO	Operations Manager
LOCATION	This position is based in Melton. From time to time the incumbent may be requested to work from, or to be based at, other Hope Street sites.
DAYS & HOURS	Full Time Monday – Friday between hours 8am – 6pm by agreement.
ONCALL / RECALL	Member of on call/recall roster
CLASSIFICATION	Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 – Level 6 Access to NFP tax concessions specifically salary packaging scheme offering up to \$18,450 of your salary tax free.
OVER AWARD CONDITIONS	<ul style="list-style-type: none">• Personal Carers leave – 12 days in first year of service and 14 days per year thereafter.• Full private use of a motor vehicle and mobile telephone within Program budget allocated expenditure

ORGANISATIONAL INFORMATION

Hope Street Youth and Family Services Limited ("Hope Street") based in the Northern and Western regions of Melbourne, is one of the longest established specialist youth homelessness services in Victoria delivering a broad range of support services to young people who are experiencing or at risk of homelessness.

With over 45 years' experience in delivering responsive services to young people in local communities, Hope Street provides both strategically targeted and holistic programs for young people aged 16 – 25 years old, including young families. These programs incorporate the following:

- Short term supported crisis accommodation
- Assertive outreach support
- Youth reconciliation involving counselling and support for young people and families
- Advocacy, resource and referral services
- Supported transitional housing

Hope Street is a not-for-profit organisation whose vision is a society in which all young people and young families have a safe place to call home. Our purpose is to influence change to end youth homelessness and empower young people and young families to reach their full potential. Our values are Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.

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.

Visit our website www.hopest.org for more information.

PROGRAM 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 45 years. Hope Street is a leading specialist youth homelessness organisation based in Brunswick, delivering services across the North and West Divisions of Melbourne.



POSITION INFORMATION

The purpose of this position is to provide leadership and direction to the Program Team Leaders and hold responsibility for the Hope Street First Response Youth Service in Melton, which incorporates a youth-supported crisis accommodation centre and a youth mobile outreach program, as well as the Hope Street in Melton and Hope Street in Whittlesea programs that are youth-supported, transitional foyerlike programs, and the role is responsible for ensuring a best practice culture and a commitment to the highest possible quality of service within Hope Street's defined policy and practice environment.

Hope Street's Strategic Plan includes a commitment to growth of new programs in the Northwest metropolitan region and its neighbouring local government areas. The Program Manager leadership and direction therefore extends to new programs responding to youth homelessness.

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

KEY RESPONSIBILITIES

Programs Development and Delivery

Ensure that all activities of client service delivery are met in accordance with legislation, regulations, guidelines, standards, policies, procedures and practice manuals. Activities such as:

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 environments 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.
- Ensure staff teams are aware of the ongoing reviewing of the program policies and procedures, so they remain congruent with the National / State Housing Social Services Standards and the Homeless Service System Standards.

Teams:

- Lead and proactively manage the Team Leaders and program staff to ensure the highest possible service standards and levels of professionalism, continual quality improvement, client centered practice, compliance and competencies are embedded.
- Provide monthly supervision to the Team Leaders 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.
- Support and enable the Team Leaders 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.
- Proactively support program teams to ensure the highest possible service standards and levels of professionalism, continual quality improvement, compliance and client centred practice according to Hope Street's vision, purpose, values, philosophy, standards, systems, policies and procedures.
- Facilitate appropriate training opportunities for Melton staff, both in-house and external, to ensure ongoing staff development and skill relevance.

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.

Data Collection and Reporting

- Sight 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.
- Ensure that data submitted internally and externally is accurate.
- Provide a monthly written program report to the Operations Manager.
- Ensure teams use systems correctly and raise any issues with the ICT coordinator.
- Contribute towards achievement of ICT Action Plan and Strategic Plan.

Continuous Improvement

- Facilitate team contributions and implementation of continuous quality improvement in relation to the program and service delivery
- Facilitate team participation in the evaluation and ongoing monitoring of the program
- Include clients in the evaluation of the service, where appropriate
- Collaborate with other support services and community-based activities to integrate support and provide optimal service provision.

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 support 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 brokerage, including client expenses and other client resources per Hope Street policy and procedures.

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.

On-Call / Recall



- Participate in a shared on-call roster to provide 24/7 after-hours support across all Hope Street Youth and Family Services programs.
- Ensure availability outside standard business hours, including maintaining access to and functionality of required communication devices.
- Respond to on-call contacts promptly, providing immediate telephone support and attending program sites within required timeframes on the rare occasions when recalled.
- Assess and manage risk, incidents, and complex situations in accordance with organisational policies, procedures, and compliance requirements.
- Provide guidance, direction, and support to staff in relation to client matters, safety concerns, staffing issues, and operational decision-making.
- Manage and escalate critical incidents, including completion of DFFH CIMS reporting within required timeframes and liaison with emergency services where appropriate.
- Maintain accurate and timely documentation, including completion and review of case notes.
- Ensure effective communication and escalation to Operational Manager, including notification of significant incidents and operational issues.
- Utilise sound knowledge of organisational policies, procedures, service systems, and available resources to support consistent and effective decision-making.
- Participate in on-call meetings, training, and debriefing processes as required.
- Undertake all on-call duties in a professional manner, remaining fit for duty, able to respond, and available to attend sites as required.

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.

General

- Adhere to Hope Street's values of Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.
- Adhere to the Child Safe Standards and Hope Street Code of Conduct.
- Comply with organizational policies and procedures as updated from time to time.
- Maintain a safe environment at all times.
- Undertake a police check prior to commencement and every three years thereafter and inform Hope Street immediately of any convictions.
- Maintain an up to date Working with Children Check.
- Actively participate in supervision and performance review procedures.
- Contribute to a positive organisational culture.
- Actively work individually and collectively to achieve a service and work environment where equality of opportunity, access and inclusion are fostered.
- Undertake other duties as requested.

KEY SELECTION CRITERIA

1. Minimum Bachelor Degree qualification in Youth Work, Social Work, or other relevant qualification or Psychology with Honours.
2. Minimum 5 years experience of highly honed leadership skills and knowledge including supervision and motivation of program teams and individual team members.
3. Demonstrated understanding of delivering services to young people in crisis within a case management framework and in a supported crisis accommodation setting.
4. Demonstrated knowledge of client centred, therapeutic approaches within a multi-disciplinary team.
5. Ability to develop, implement and monitor youth centered programs and capacity building initiatives.
6. Demonstrated ability to monitor and implement program budgets.
7. Demonstrated understanding of the youth homelessness service system and allied services best placed to support and divert young people from homelessness.



8. Experience working with partners in provision of integrated, coordinated and seamless responses to achieve referral pathways and service outcomes.
9. Demonstrated ability to contribute constructively as a leader and team member for the benefit of the whole organisation.
10. Highly developed written and verbal communication skills such as active listening, negotiation, problem solving, decision making, report writing.
11. Competency with Microsoft Office, or other Case Management software.
12. Current drivers licence.

Employee Name _____

Manager Name _____

Employee Signature _____

Manager Signature _____

Date _____

Date _____