

## POSITION DESCRIPTION

<b>1. POSITION TITLE</b> Young Adult Services (YAS) Manager	<b>2. POSITION LOCATION/S</b> Catholic Care PSP offices (Various Sites)	<b>3. DIRECT MANAGER</b> Executive Manager Permanency Support
<b>4. SERVICE AREA</b> Manning, Upper Hunter, Newcastle and Lake Macquarie	<b>5. CLASSIFICATION</b> SCHADS LEVEL 7	<b>6. POSITION STATUS</b> Permanent Full Time

### 7. POSITION SUMMARY

This management role is accountable for the day-to-day operations of the Supported Independent Living, the After-Care programs and other management of services as required (including but not limited to the recruitment of carers for the Permanency Support Programs) which are funded by the Department of Communities and Justice. Programs offer services for children and young people who are in the care of the minister, are leaving the out of home care system and moving into independent living. The SIL program offers an intensive case management support service for young people to move to independent living, acquire skills and networks that support the sustainability of their tenancy after they have exited the program (Up to 2 years). There are two Young Adult Services (YAS) managers who work collaboratively within these programs and service respective areas, additionally there are a number of Case Managers across programs and Support Workers who report to this position. There is a clear expectation for the YAS Manager to effectively delegate tasks to staff. This will allow the manager specifically to focus on intake and assessments, growing the programs and ensuring effective quality outcomes for children and young people. The position has a strong focus on creating a positive team culture and workplace and supporting the team through the change management process and implementation of the programs in line with legislation. Young people from across the region can be referred to in the various programs and the growth of carers for the PSP programs is also essential to this role.

This position requires managers to be collaborative, strengths based, trauma informed and able to work with a range of stakeholders, as well as being able to work with children and young people of all ages and carers.

## 8. PERSONAL ATTRIBUTES / SELECTION CRITERIA

### Essential

- A commitment to the Vision, Mission and Values of CatholicCare.
- Demonstrated experience managing a diverse team of staff and several complex programs with financial, internal and government reporting accountability and have a thorough understanding of your leadership style
- A demonstrated understanding of the NSW Permanency Support Program
- Demonstrated ability to provide supervision and an understanding of its key functions.
- Demonstrated ability to model professionalism and composure.
- Demonstrated decision making skills that are supported by an articulated framework.
- Highly Developed working knowledge of legislation and systemic considerations for child protection.
- Highly developed organisational, time management & reflective practice skills.
- Highly developed written and verbal communication skills and interpersonal skills
- Computer literacy and the ability to manage multiple data platforms.
- Demonstrated ability to build relationships with external stakeholders in a manner that promotes the professionalism of the program(s).
- Willingness to be rostered on a on call roster and work outside of business hours including weekends as reasonably required.
- Ability to support team members through a change management process and implementation of a new program.
- Demonstrated ability to create a positive culture and workplace.
- Excellent skills in implementing strategies that promote emotional and developmental well-being in young people who have experienced complex trauma.

### Desirable

- Understanding of issues facing indigenous people/families and those from CALD background

## 9. QUALIFICATIONS/LICENCES

- Bachelor Degree qualifications in social science, behavioural sciences, social work, youth work or related fields.
- Working with Children Check
- Current drivers' licence.



## 10. ORGANISTIONAL ENVIRONMENT

CatholicCare Social Services Hunter-Manning is a not-for-profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include a range of child and family services, youth services, community services, refugee service, mental health and Permanency Support Programs. All staff are required to work within the ethos of the Catholic Church.

The Diocese of Maitland-Newcastle is committed to safeguarding children and vulnerable persons and preventing those in our care from suffering abuse or neglect. It is committed to implementing and maintaining compliance with the NSW Child Safe Standards and the National Catholic Safeguarding Standards and takes a zero-tolerance approach to abuse of children or vulnerable persons. All who work in the name of the Diocese must comply with the Diocesan Safeguarding Framework Policy and act in accordance with the Diocese's Code of Conduct which includes the Diocese's Safeguarding Commitment Statement. Employees are required to undergo a National Police Check and retain a valid NSW Working with Children Check where necessary, in accordance with legislation.

## 11. MISSION – VISION- VALUES

### Our Mission

CatholicCare Hunter Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to 'have life and have it to the full'.

### Our Vision

For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.

### Our Values

Respect – We show consideration for ourselves and others, whilst recognising each other's differences

Justice – We believe in, actively seek and encourage, equality for all

Connection – We are committed to developing and enhancing meaningful relationships with, and between, our communities including agencies of the Catholic Diocese of Maitland- Newcastle, funding bodies and like-minded organisations that uphold a commitment to assisting the vulnerable.

Collaboration - We encourage teamwork that achieves tangible outcomes through open communication, lateral thinking and positive reinforcement

Innovation – We anticipate change and proactively ensure our service delivery is at the forefront of industry standards.

## 12. PERFORMANCE

Key Performance Area	Key Tasks	Performance Indicators
Leadership and Management of daily operations of the Supported Independent Living (SIL), Aftercare and carer recruitment.	<ul style="list-style-type: none"> <li>• Ensure that the children and young person's safety, welfare and wellbeing &amp; that of their children (where applicable) are the central focus of decision making and action across all the projects.</li> <li>• Responsibility for the intake and assessment of the suitability of young people referred into the SIL program.</li> <li>• Responsible for the management of staff and supporting the KPI's to be met across the services in permanency support programs as required, including but not limited to; SIL, Aftercare and/or carer recruitment.</li> <li>• Responsible for creating and maintaining a positive team culture and workplace</li> <li>• Effectively lead the teams to implement change as required by the organisation and funding body through change management processes.</li> <li>• Implement new community focused housing options including the flagged step-down transitional housing model</li> <li>• Ensure team and individual practice is consistent with the standards set out by DCJ and the OCG.</li> <li>• In conjunction with the Casework Specialist identify broader Case Management and casework practice issues and propose improvement strategies.</li> <li>• In conjunction with the Casework Specialist/Senior Practitioner and other Managers ensure that Case Managers and other relevant staff familiarise themselves with CatholicCare policies</li> </ul>	<ul style="list-style-type: none"> <li>• Case notes and case plans reflect that child safety, welfare and wellbeing needs are central.</li> <li>• All documented workflow processes are followed for intake</li> <li>• Intake panels are convened regularly. Information is delivered to staff in a timely and effective manner.</li> <li>• Evidence that teams team is actively engaged in meeting KPI's</li> <li>• Meet accreditation requirements.</li> <li>• KPIs reached</li> <li>• Case plan goals achieved</li> <li>• Aftercare plans completed on time</li> <li>• Quality improvement arises from processing of broader practice issues.</li> <li>• Evidence that orientation and other mandatory training like child protection is completed.</li> <li>• Client file audits reflects documentation and assessments compliant with NSW PSP Standards, OCG requirements and CatholicCare policies and procedures.</li> <li>• Authorised payments remain within the delegation.</li> <li>• Audits of team member's records reflect work undertaken in line with the current Case Management Policy.</li> <li>• Evidence that regular supervision is occurring</li> </ul>

	<p>and procedures in relation to safety and welfare of children, young people, carers and staff</p> <ul style="list-style-type: none"> <li>• Collaboratively ensure that consistent high- quality records are produced, maintained and stored in relation to children/young people via regular completion of file audits.</li> <li>• Authorise financial payments according to delegated financial responsibility.</li> <li>• Work collaboratively with DCJ according to Case Management Policy.</li> </ul>	
<i>Supporting staff</i>	<ul style="list-style-type: none"> <li>• Ensure each individual staff member is aware of their KPIs and on track to meet them.</li> <li>• Ensure supervision is conducted monthly with casework staff as per CatholicCare policy and procedures.</li> <li>• Manage and monitor allocations and workloads focusing on adherence to required interaction frequency, reporting requirements, case planning and review needs.</li> <li>• Ensure staff deliver key documents in a timely and accurate manner, including case plans, court documents and general reporting requirements.</li> <li>• Ensure that all young pregnant woman and expecting fathers within the program are supported both during the pregnancy and after the birth</li> <li>• Ensure the timely discussion and recording of any performance/ practice issues as per CatholicCare policy</li> <li>• Ensure performance development and appraisals are completed with each</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence that KPIs are being met.</li> <li>• Supervision log reflects monthly supervision with staff. • Evidence that staff have a manageable workload with accountability</li> <li>• File audits reflect quality and timely reporting practices within the team.</li> <li>• Casework practice issues are addressed in a timely manner and continuous improvement pursued.</li> <li>• Performance issues are identified, and improvement plans developed and monitored.</li> <li>• Case notes and case plans reflect that child safety, welfare and wellbeing needs are central.</li> <li>• Critical incident paperwork is done in a timely manner including follow up.</li> </ul>

	<p>team member as per CatholicCare requirements.</p> <ul style="list-style-type: none"> <li>• Provide day to day management and supervision of staff</li> <li>• Ensure that hub workflow is followed in relation to ROSH reporting and critical incidents.</li> <li>• Promote quality record keeping practices within the SIL team.</li> </ul>	
Recording and reporting	<ul style="list-style-type: none"> <li>• Complaints are managed according to Catholic Care policy and procedure.</li> <li>• Allegation in care investigations, critical incidents and child protection reporting are supported and/conducted in line with requirements of PSP and the Diocesan Child Protection Unit</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence that complaints have been recorded and responded to according to policy and procedures.</li> <li>• Records evidence that allegations in care, critical incidents and child protection reporting are undertaken according to workflow.</li> </ul>
Planning, quality improvement and business development.	<ul style="list-style-type: none"> <li>• Assist with the development, implementation and review of program specific policies, procedures and quality initiatives.</li> <li>• Assist with the completion of reports and operational plans for program.</li> <li>• Attend meetings as delegated and report information back in the requested format.</li> <li>• Facilitate positive networks and relationships with funding body, key agencies, partners, PSP agencies and other relevant stakeholders.</li> <li>• Represent CatholicCare within the community as quality provider of social services and customer focused care.</li> <li>• Other duties within the scope of the position that may be assigned from time to time.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of participation in meetings and discussions re policies and procedure and quality improvement.</li> <li>• Required reports are provided by the due date</li> <li>• Positive networks and relationships with external parties exist and are maintained.</li> <li>• Evidence that strong networking relationships are developed and maintained.</li> <li>• Attendance and minutes of interagency meetings are evidenced.</li> </ul>

General	<ul style="list-style-type: none"> <li>• Abide by all CatholicCare and Diocesan policies and procedures including, mandatory reporting, legislation and Diocesan Child Protection Policy and guidelines and monitor all staff's compliance with this.</li> <li>• Participate in organisational events, development and strategic planning activities. Actively engage in professional supervision, individual work programming, performance planning and professional development opportunities.</li> <li>• Maintain up-to-date knowledge of, and promote, WHS best practice as per legislation, policies and procedures.</li> <li>• Provide afterhours support to on-call staff member as required.</li> <li>• Participate in staff recruitment and orientation.</li> <li>• Participation in Managers 'On Call roster' assisting with out of hours issues.</li> <li>• Participate in managers afterhours roster.</li> <li>• Complete duties within the scope of the position that may be assigned from time to time.</li> </ul>	<ul style="list-style-type: none"> <li>• Interpersonal communications and professional behaviour reflect organisational expectations as per the Code of Conduct</li> <li>• Information is provided to relevant bodies regarding children at risk in a timely manner.</li> <li>• Relevant meetings and events attended.</li> <li>• Positive working relationship with internal and external parties is evident.</li> <li>• Documents indicated that supervision has taken place</li> <li>• Delivery of performance management processes.</li> <li>• Evidence of WHS knowledge and commitment to best practice.</li> <li>• On-call casework staff reports that they feel supported.</li> <li>• Evidence of participation in staff recruitment and orientation.</li> <li>• Evidence of participation in the on-call roster and working outside of business hours and on weekends</li> <li>• Evidence of completion of other duties.</li> </ul>
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### 13. KEY RELATIONSHIPS & COMMUNICATIONS

RELATIONSHIP	PURPOSE & FREQUENCY
Staff	<ul style="list-style-type: none"><li>Daily to ensure that the program operates in a safe and effective manner</li><li>As required for successful coordination, referral and communication of the program.</li></ul>
Executive Manager, Permanency Support Program and other Managers in Permanency programs	<ul style="list-style-type: none"><li>As required for issues that arise – supporting and reporting, and supervision.</li></ul>
DCJ	<ul style="list-style-type: none"><li>As required for successful coordination, referral and communication of the program.</li></ul>
Casework Specialist and Senior Practitioner	<ul style="list-style-type: none"><li>Collaborating to ensure that best practice is occurring with all programs</li></ul>

### 14. SIGNIFICANT CHALLENGES

What?	Why?
Delegation of task and responsibility to the staff so they can maintain quality service provision in an environment of high workloads, challenging relationships and practical and emotional stressors	<ul style="list-style-type: none"><li>The focus of the role is to support the day to day running of the program so the Manager can focus on bigger picture issues like assessment and referrals, a move to competency-based programs and new and innovative housing models.</li></ul>
<i>Change Management</i>	<ul style="list-style-type: none"><li>This program is undergoing significant change, growth and restructure.</li></ul>
Program Development	<ul style="list-style-type: none"><li>Growth and quality assurance in all programs the Manager is responsible for</li></ul>

### 15. EMPLOYMENT CONDITIONS

All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.

In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.



## 16. LEGISLATION & CATHOLIC CARE POLICY

### Occupants must:

- Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager
- Have a current NSW Driver Licence
- Take reasonable action to familiarise himself / herself with CatholicCare policies and procedures, and compliance with WH&S laws and regulations
- Not take advantage of their role in CatholicCare for personal gain
- Take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare
- Only make decisions within their delegated responsibilities

## 17. EXPECTED EMPLOYEE BEHAVIOUR

### Employees must:

- Display a commitment to the Mission, Vision & Values of CatholicCare
- Display respect for themselves and their colleagues
- Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve
- Deal with residents/People We Support in line with relevant legislation
- Attend staff meetings and compulsory education when required
- Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / People We Support

P.D Last Reviewed:	September 2024	Next Review is due on:	
Occupant Name:			
Occupant Signature:		Date:	