








## Role description

<b>Role title</b>	<b>Program Manager – Immediate Housing Response (IHR) and Immediate Housing Response for Families (IHRF)</b>
<b>Team</b>	Immediate Housing Response (IHR) and Immediate Housing Response for Families (IHRF)
<b>Location</b>	Slacks Creek
<b>Classification level</b>	7
<b>Reports to</b>	Client Service Manager – Housing and Homelessness

**Our Vision** - Building independence and participation.

**Our Purpose** - YFS backs people to overcome adversity and to thrive.

- Our Values** -
-  **Excellence** - we deliver high quality services and have high expectations
  -  **Integrity** - we act honestly and openly
  -  **Optimism** - we think and act with confidence about people and the future
  -  **Steadfastness** - we persist to overcome barriers and adversity with our clients
  -  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples. The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive.

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

*We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.*

## Primary purpose

**The Program Manager - Immediate Housing Response (IHR) and Immediate Housing Response for Families (IHRF)** is responsible for the delivery of immediate housing responses for clients who are homeless. This role is responsible for leading and managing the teams to deliver quality services to clients in accordance with the purpose and values of YFS. The role will supervise staff and plan the delivery of services, while working towards agreed outcomes determined by the funders and YFS. In addition, the Program Manager will contribute to the leadership and development of the organisation.

## Key accountabilities

### Organisation purpose and values

- Apply knowledge of community services and the individual, cultural and community context to service delivery
- Understand the purpose and values of YFS and embed these in client services and staff management processes
- Contribute to the execution of YFS' strategic intent and priorities.

### Leadership

- Lead and influence a positive workplace culture and the development and maintenance of a cohesive and well-functioning team, including fostering collaborative relationships across the YFS housing cluster and broader suite of YFS programs
- Initiate collaboration with other YFS services to improve service delivery outcomes for YFS clients
- Model behaviour consistent with values and leadership expectations, including self-awareness and resilience
- Contribute to middle management meetings and forums and follow up actions.

### Operational planning and execution

- Develop accurate, timely data, analysis and reports, including compliance reports, to meet service contract and legal obligations.
- Plan and develop components of programs and projects, and oversee the day-to-day implementation of operations in accord with relevant program logic and practice frameworks
- Implement and monitor team operational manuals compliant with YFS service delivery standards (including HSQF); client satisfaction and client complaint processes; and consistent with a continuous improvement approach
- Participate in program service evaluations and organisational reviews; implement recommendations and monitor the achievement of client outcomes.

### Service delivery

- Lead client services that are effective in helping vulnerable people achieve long term change and align with YFS' vision of building independence and participation
- Lead the application of relevant practice standards and frameworks including trauma-informed approaches to the program's service delivery
- Identify and respond to changing needs of clients, resolve problems, contribute to improving working processes and procedures to improve service delivery to clients.
- Understand the impact of legislation and practice frameworks and standards on work practices and recommend changes to policies and procedures to accommodate changes in external requirements.
- Deliver services in accord with team operational manuals and internal program arrangements that may entail undertaking direct service delivery when required and providing back up to staff when dealing with complex clients.

## People management

- Manage staff through applying contemporary human resource practices including recruitment, induction, supervision, performance management, professional development and learning, and career development, and build a learning and development culture in the team.
- Work in partnership with YFS Human Resources personnel; executive management and in accord with YFS human resource policies and procedures.

## External relationships

- Represent YFS at identified relevant inter-agency networks, community consultations and forums.
- Promote, initiate and develop opportunities for provision of integrated services at YFS and within the wider community.
- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.

## Finance and resource management

- Manage program budgets in accord with agreed income and expenditure and ensure financial expenditure aligns with benchmarks, and targets are met
- Ensure assets are used in accord with organisational policies and procedures.

## Risk management and workplace health and safety

- Identify current and emerging risks, undertake risk assessments utilising the YFS's risk assessment and risk management frameworks, develop contingency plans and implement swift correct action within scope of work or escalate risks to minimise or avoid negative consequences
- Manage Workplace Health and Safety practices in accord with legislation, YFS policy, procedures and standards
- Work within the standards and principles of Safeguarding Children and Vulnerable Adults.

## Business systems and reporting

- Ensure client and staff planning, reporting, documentation and record keeping requirements are efficiently dealt with using available technology and in line with YFS organisational requirements
- Prepare reports for senior management using professional skills and experience.

## Cultural respect

- Ensure service planning and delivery recognises the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

## Relevant skills, knowledge and experience

### Experience and qualifications

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential.
- Three years experience in team leadership role or duties (For example: Senior Worker role).
- Evidence of professional development or qualifications in leadership and management areas.

### Knowledge and experience specific to the role

- Knowledge and experience in managing a team in the areas of homelessness and housing is essential
- Demonstrated understanding of the causes, impacts and cultural aspects of homelessness on individuals, couples and families and community.

### Additional skills and experience

- Demonstrated experience in person centred service delivery
- Demonstrated high level interpersonal skills applicable to managing, developing and supporting staff, resolution of organisational issues, providing advice, and negotiating contracts.
- Ability to develop complex relational practice and person-centred tools and processes; undertake service planning and make recommendations regarding improvements.
- Demonstrated oral and written communication skills together with the ability to interact effectively with a diverse range of people and to maintain confidentiality.
- Demonstrated ability to prepare complex reports for senior management using specialist/advanced communication and computer literacy skills and experience.
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively and manage competing demands and priorities.

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### Other role requirements:

- Current Queensland C Class driver license
- Current First Aid Certificate, or ability to obtain
- Current Positive Notice Blue Card
- Current National Police Check

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### Additional information

Note: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All people employed by YFS are required to observe its policies and procedures.

Employment in the position will be subject to an annual Performance Plan and Review, with initial appointment subject to a probationary period of five months.