



position description

Job Title:	Business Manager
Position ID:	New
Location:	Multiple
Division/Programme:	Client Services/Transition to Work
Immediate Manager:	QLD TtW Manager
Area of Responsibility:	Team Leader/s Employment Solutions Partner/s Employment Solutions Resourcer/s Counsellor/s

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

purpose of the position

To manage **yourtown**'s TtW program within a region with a key focus on:

- Driving performance to meet set objectives and targets across service delivery, financial management, contract compliance and employer engagement
- Providing high quality services for young people who are searching for employment and are also transitioning into the workforce that are consistent with strengths-based practices and within National Child- Safety frameworks
- Representing yourtown within their local community to relevant business, community and other stakeholder networks and individuals

responsibilities

May include, but are not limited to:

- Ensure quality services that enhance the lives of young people by focusing on their strengths and inherent abilities:
 - Ensure services are individually focused in recognition that every young person is unique
 - Oversee services that are outcome focused, professional, and which complement other service offerings by **yourtown**, and within the region, and which are aligned with child safe frameworks



- Create opportunities for change in lives of young people through enhanced employment, engagement and education outcomes and programs that help young people transition into or back into the workforce
- Where appropriate, participate in the direct delivery of services to young people and industry
- Lead and manage a high performing team through the promotion of a team culture that motivates and inspires professional conduct and excellent service and results:
 - Develop and maintain a high performing team that consistently achieves objectives and targets
 - Manage on-boarding and induction processes to create and maintain a team who are appropriately qualified, skilled and supported in their ongoing professional and personal development
 - Ensure all team members have clear performance expectations and individual development plan in place and provided with regular performance feedback
 - Foster ongoing learning and development of team members through coaching, training, and development activities, and managing remedial action through **yourtown**'s performance management framework to meet service and business needs in line with mission, vision and values
 - Line manage direct reports, allocating work and managing the performance, activities and leave requests of direct reports
 - Foster a culture of individual and organisational accountability through shared mission and mutual responsibility and role model and facilitate a commitment to continuous improvement and embodiment of organisational values
 - Set individual and team workload and performance standards to ensure individual and team achievement of workload requirements, performance standards and outcome targets
 - Provide advice and support around more complex needs
 - Provide mentoring and guidance to staff in all aspects of their role, including external stakeholder engagement
- Accountable for the management of **yourtown** Employment Services for the region:
 - Build and maintain a strong job placement culture alongside creating ways to identify transitioning opportunities to return or enter young people into the work force amongst the team
 - Manage the delivery of services to ensure that they meet contractual obligations
 - Manage the development, implementation, and change management that enables the service's financial and budgetary targets and performance indicators to be achieved
 - Timely reporting through division management to government and other funders as required by contracts
 - Understand and adhere to Federal and State legislative requirements
 - Collaborate with internal services to maximise efficiencies
 - Undertake direct support activities where required
- Drive excellence in service delivery and performance by working in conjunction with the national operations and management support team, and having a strong operational hands on approach
- Keep abreast of the local labour market to identify opportunities for **yourtown**, and liaise with employers and community contacts where needed
- Participate in the development and implementation of operational plans and budgets, in conjunction with Qld Transition to Work Manager and the greater **yourtown** Management Team
- Review and ensure appropriate responses, consistent with **yourtown** policies for to complex case issues



- Ensure compliance with organisational policies and procedures and external contractual and legislative requirements
- Ensure services and programs operate within Work Health and Safety requirements
- Promote and effectively use a range of social media and website opportunities to promote and engage with young people, employers and community including providing images of, and information about you
- Be adaptable with working hours to accommodate service needs; assist with events, including breakfasts, after hours and site activities on Thursday night and Saturday on a roster if required
- Participate in and meet the requirements for Practice Supervision and Client Skills Training
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:
 - Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective
 - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services
 - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance System processes
 - From time to time be required to assist in other locations and travel intrastate, or interstate, as required

at **yourtown** our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement
- Invest in their own ongoing professional development and leadership capability through active learning, seeking feedback and participating in **yourtown** leadership impact opportunities
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce

at **yourtown** our people leaders:

- Lead and manage a values aligned, safe, inclusive team through the promotion of a team culture that motivates, inspires and holds to account behaviour, professionalism, performance and service orientation
- Inspire a high performing team that consistently strives to achieve objectives and targets
- Drive employee lifecycle experiences that build, grow and maintain a team who are appropriately qualified, skilled and supported in their ongoing professional and personal development and proactively manage any required remedial action through **yourtown's** performance management framework
- Foster a team culture of learning through coaching, training, and continuous feedback methodology
- Lead and role model a culture of safety and wellbeing
- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement
- Invest in their own ongoing professional development and leadership capability through active learning, seeking feedback and participating in **yourtown** leadership impact opportunities



- Empower your team to harness human centred design principles to design products, services, systems and experiences that address the core needs
- Actively seek to develop and align to employees' sense of purpose, enhance the development of your team in ways that unlock potential and creativity and sense of purpose
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce

selection criteria

Essential knowledge, skills, abilities:

- Tertiary qualification in a relevant discipline and a minimum of five years' experience in Employment Services; or a minimum of eight to ten years' experience within Employment Services, including operations management
- Demonstrated and substantial experience with business management in the context of a successful Employment service operation
- Demonstrated ability in leading and managing teams and site resources to achieve set targets and performance objectives
- Extensive knowledge of youth employment issues including challenges to employment, strategies to overcome challenges and a demonstrated empathy with young people
- Well-developed communication, liaison and networking skills with the ability to influence and negotiate across internal and external stakeholders
- Demonstrated ability and experience to identify local labour market skill shortages and develop employer focused strategies to place disadvantaged/young people into sustainable employment
- Demonstrate an understanding of, and commitment to, the opportunities for change in the lives young people available through enhanced employment, education and training outcomes
- Computer literate with sound administrative skills
- High attention to detail with a commitment to accuracy and quality.

requirements

The Business Manager must always:

- Comply with the relevant state or territory requirements for working with children
- Maintain satisfactory National Criminal History Check
- Possess an unrestricted current Driver's Licence
- Comply with **yourtown** immunisations requirements
- Demonstrate professional conduct, behaviour and communication that is in line with **yourtown's** Values and Behaviours as outlined in the Code of Conduct
- Maintain confidentiality and discretion in all matters
- Align to our mutuality of safety for self, others, and in our workplaces
- Uphold the **yourtown** safeguarding commitment in every aspect of your role



Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
V1.1	Viv Stark	22/062023	22/06/2023	Updated to new version of PD