

## POSITION DESCRIPTION – **MANAGER**

Position Title	Young Parents Program (YPP) Manager	Department	NSW Community Programs
Location	Randwick with regular travel to Gosford, Parramatta, Nowra	Direct/Indirect Reports	5 direct 30 Volunteers
Reports to	Regional Manager	Date Revised	January 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 6		

### ■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

### ■ Position Summary

Australian Red Cross Young Parents Program (YPP) works to ensure best outcomes for children and families by improving the capacity of young parents with complex needs aged 13 to 25, to live and parent independently. YPP is designed to meet the needs of pregnant and parenting young women and men who are unable to access elsewhere the safety, security and support required to parent effectively. YPP takes a strengths-based early intervention approach, building the capacity of young parents to live independently in appropriate housing, develop parenting skills to ensure the best outcomes for their children, and break the cycle of intergenerational trauma, abuse and neglect.

The Young Parents Program (YPP) Manager is responsible for the operational and strategic management, implementation, monitoring and compliance of YPP. This role manages the following positions: Operations and Administration, Team Leaders of Residential, Outreach and Aftercare, Family Education and Community Support teams. The Residential program is located in Randwick, with Outreach and Aftercare sites in Parramatta, Gosford and Nowra.

### ■ Position Responsibilities

#### Key Responsibilities

- Ensure the effective operation of program services and compliance with accreditation, funder, legislative, and Red Cross requirements, including relevant policies and procedures, and YPP practice principles.
- Ensure the effective operation of the program through the recruitment, development, support and retention of appropriate staff and volunteers.
- Develop and maintain a cohesive and collaborative team approach to support the goals and aspirations of families accessing the program.
- Establish, review and update operational procedures to ensure best practice including developing new approaches as required.
- Provide expertise, advice and decision making to effectively respond to complex client, program issues, and risk management.

- Act as an escalation point for client, volunteer and staff critical incidents, issues, grievances and complaints. Ensure crisis management, resolution, support and debriefing practices are implemented.
- Coach, mentor and develop direct reports in order to achieve both program and organisational outcomes, and regularly monitor performance, utilizing the Red Cross Performance Review and Development system.
- Ensure environments and supports create culturally safe spaces for families, staff and volunteers.
- Oversee decision making regarding client intake, transition and exit to ensure client rights and client voice, risks appropriately managed and best possible client outcomes supported.
- Develop and maintain partnerships and strong working relationships with other non-government and government organisations to ensure that client needs are met in an appropriate and professional manner.
- Provide accurate, quality reports for internal stakeholders, external stakeholders and funders as required.
- Identify new funding sources and ensure continued funding for existing programs.
- Manage the annual budget in consultation with the Regional Manager, including coordination of monthly financial reporting processes, analysis of end of month performance reports and service contracts.
- Ensure compliance with all Red Cross policies including Ethical Framework, Workplace Health and Safety, Child Protection, Privacy, Information sharing and storage.
- Monitor WH&S compliance in collaboration with HSR and co-ordinate emergency management requirements at each site.
- Visit regional sites on a regular rotation
- Support On- Call after hours roster

## ■ Position Selection Criteria

### Technical Competencies

- Leadership experience in the community sector, including staff/volunteer management and supervision; and direct client work addressing complex needs.
- Leadership experience with compliance, accreditation, and funder requirements.
- Excellent understanding of child protection and child development, including best practice when working with vulnerable children, adolescents and families.
- Senior experience in identifying and managing operational, reputational and financial risk and achieving consistency and compliance.
- Demonstrated experience in planning, coordinating and delivering programs to achieve outcomes, within in a human services environment.
- Senior level experience in management of multi-disciplinary teams and demonstrated ability to work autonomously.
- Practical experience in people management, with emphasis on building capability within teams including supporting change processes in the workplace.
  - Strong mediation, facilitation and collaboration skills with a diverse range of stakeholders.
  - Highly developed written and verbal communication skills including demonstrated analytical, tender and report writing, presentation and planning skills.

- Experience effectively managing budgets, planning, policy development and monitoring and evaluation.
- High level of initiative and attention to detail.
- Understanding of the principles of community and consumer directed program delivery and development
  - Ability to regularly travel, work flexible hours and be “On-call” on a regular basis.

### Qualifications/Licenses

- Relevant tertiary qualifications and experience in child protection and management, which may include social work, psychology, youth work, welfare, health, education, child protection and/or early childhood
- Current first aid qualification/
- A Working with Children Check is a mandatory requirement for this role.
- A current Driver’s License is a mandatory requirement for the role.

### Behavioural Capabilities

- **(Personal effectiveness | Achieve results |** Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Personal effectiveness | Solving problems |** Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Team effectiveness | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide
- **Organisational effectiveness | Managing risk |** Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately. **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients |** Proven track record in ensuring a high quality service is provided by the team to internal and external clients and stakeholders. Actively seek and respond to client issues and measure effectiveness.
- **Organisational effectiveness | Innovating and improving |** Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately

### ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:

**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**

- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters