



POSITION DESCRIPTION

POSITION TITLE:		Team Leader – Youth Support & Pathways			
POSITION NO:		702314	CLASSIFICATION:		Band 6
DIVISION:		Community Wellbeing			
BRANCH:		Family, Youth and Children’s Services			
UNIT:		Youth & Middle Years Services			
REPORTS TO:		Coordinator, Youth & Middle Years			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	No

Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all. This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer. We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES

The Team Leader – Youth Support and Pathways will contribute to the development and implementation of Yarra City Council's 0 – 25 Years Plan ensuring middle years children (8 – 12 years), young people (12 – 25 years) and their families are able to access a broad range of coordinated services and programs to support their health, wellbeing and development.

Specifically this position will:

- Lead and support the Youth Support and Pathways Team to achieve Council's agreed goals for middle years children and young people in Yarra.
- Provide high quality leadership, support, and supervision to the Youth Support and Pathways Team.

- Plan, develop and implement responsive and integrated programs and services for middle years children and young people within the framework of Council's 0 – 25 Years Plan and Action Plans.
- Manage the operational resources and budget for the Youth Support & Pathways Team.
- Build and maintain network and stakeholder relationships across Council and with community and youth organisations across Yarra to ensure a coordinated and evidence-based approach to the provision of services and programs for middle years children and young people.
- Contribute to the Yarra Youth Providers Network and other local networks as required to help build the capacity of the local youth sector, and ensure that all programs and services are informed by, and respond to, the needs of the local community.
- Provide operational advice and strategic assistance to the Coordinator, Youth & Middle Years in the planning and development of the Youth and Middle Years Unit, and participate in Family, Youth & Children's Services branch leadership activities; and
- Drive and facilitate the development and maintenance of positive culture and innovation within the team and the Unit.

ORGANISATIONAL CONTEXT

Yarra City Council is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The City of Yarra has a long and highly respected history in the provision and support of Family, Youth and Children's Services. Yarra is an inner city municipality with an extremely diverse and sometimes polarised community. Community expectations and needs in regard to planning for Family and Children's Services are varied and often complex relating to economic, social political and community considerations.

The Youth & Middle Years Unit forms part of the Family, Youth and Children's Services Branch, and the Community Wellbeing Division and contributes directly to the achievement of organisational goals. As a member of the Family, Youth and Children's Services Branch the incumbent is required to pursue Branch, Divisional and corporate goals in the planning and development of a family, youth and children's service system for Yarra. Furthermore, the incumbent is expected to be a part of the wider branch leadership team, and develop sound working relationships with a range of internal and external parties.

The Family, Youth & Children's Services Branch consists of the following units:

- Youth and Middle Years: Planning and provision of a range of supporting, developmental and skill based services and programs for middle years children (8 to 12 years) and young people (12 to 25 years) in line with Council's 0 – 25 Years Plan.
- Children's Services (Long Day Care, Kindergarten, Central Registration, Occasional Care, Pre School Advisor and Quality Liaison, Out of School Hours Care, and Vacation Care).
- Family Services (Family Support, Maternal and Child Health and Enhanced Maternal and Child Health, and playgroups).

- Service Planning and Development (Strategic planning, service enhancement, quality assurance processes, professional development and training, policy development and resourcing and support to services across the municipality).

ORGANISATIONAL RELATIONSHIP

Position reports to:	Coordinator, Youth & Middle Years
Position supervises:	Youth Support and Pathways Team which include: Youth Support; Education, Training & Employment programs; L2P; and casual staff.
Internal Relationships:	The incumbent will liaise with staff at all levels within the organisation including Council staff, as required.
External Relationships:	The incumbent will be required to maintain professional relationships with a range of Federal, State and local government agencies, schools, service providers, sector bodies, peak organisations, private sector bodies, residents, community groups and other service users.

KEY RESPONSIBILITY AREAS AND DUTIES

Under the direction of the Coordinator, Youth & Middle Years, the incumbent is required to undertake the following range of duties:

Operations Management

- To lead manage the daily operations of the Youth Support and Pathways Team, ensuring actions align with Council's 0 – 25 Years Plan, prioritising work as per agreed work plans.
- Plan and deliver of responsive and evidence-based support and pathway services and programs for middle years children and young people as outlined in Council's 0 – 25 Years Plan and Action Plans.
- Manage the intake process for the Youth Support program, including liaising with parents, teachers and other organisations referring young people into the program.
- Ensure effective, efficient and coordinated service delivery with a commitment to quality and continuous improvement.
- Ensure that the Yarra Youth Centre and L2P Program vehicles are maintained and provide a safe environment for young people, staff and other users at all times.

Planning and Community Development

- Build and maintain positive working relationships with other Council units, local community organisations and service providers in the planning and delivery of middle years and youth support and pathway services and programs.

- Support and facilitate opportunities for genuine youth participation within the Youth & Middle Years Unit, supporting young people to have more influence in the development and delivery of programs and services for young people at Council.
- Advocate on behalf of young people through participation on relevant committees, working groups and forums.
- Support the facilitation of ongoing local consultation to inform the planning and delivery of middle years and youth services and programs that are responsive to identified need.
- Provide specialist advice and input into the development of middle years and youth policies and procedures.

People Management

- Lead, support and mentor staff in the Youth Support and Pathways Team in effective and accountable service planning and delivery according to identified project and program objectives.
- Ensure consistent and accurate interpretation and application of Council's Human Resource Management policies and practices.
- Promote the maintenance of safe work environments and practices for the Programs and Engagement Team in line with Occupational Health and Safety regulations.
- Manage the recruitment, selection and induction process for permanent and casual staff in the Youth Support and Pathways Team.
- Ensure accountability measures are in place, including performance planning, performance management and review processes for staff in the Youth Support and Pathways Team.
- Identify, plan and implement appropriate training and development opportunities for the Youth Support and Pathway Team and casual staff.
- Provide regular support and supervision to all staff in the Youth Support and Pathways Team, including attending external supervision where appropriate.
- Provide a safe working environment for the staff team in all of their work places.

Financial Management and Administration

- Prepare, monitor and accurately manage Youth Support and Pathways Team budgets to ensure effective use of Council resources and to ensure appropriate financial management and reporting.
- Ensure that accurate client data and statistics on programs and services are maintained on SRS and monitored on regular basis, including safe storage of any confidential client data.
- Identify, assess, monitor report and investigate risks in relation to service and program delivery; and regularly conduct on-site risk and safety assessments, and ensure that risk training and inductions are undertaken with all Youth Support and Pathways staff and casual staff.
- Oversee the design and delivery of marketing and communications initiatives (in collaboration with the Communications Unit) to increase awareness of programs and services delivered by the Youth Support & Pathways team.
- Provide regular reports to the Youth & Middle Years Coordinator on the activities and performance of the Youth Support and Pathways Team and trends affecting middle years children and young people.
- Undertake other administrative duties as required.

Safety and Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.

- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

Sustainability

- Embrace the following Sustaining Yarra principles through day to day work:
 - Protecting the Future
 - Protecting the Environment
 - Economic Viability
 - Continuous Improvement
 - Social Equity
 - Cultural Vitality
 - Community Development
 - Integrated Approach

Yarra Values

- Behave and role model to staff in the Youth Support and Pathways Team according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
 - Teamwork
 - Integrity
 - Respect
 - Accountability
 - Innovation
 - Sustainability

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Accountability

This position is directly accountable to the Coordinator, Youth & Middle Years and inputs into policy and service development; service, program and project management; expenditure of budget within allocation and the provision of specialist advice and information to the Coordinator and Manager, Family, Youth & Children's Services on all relevant matters.

Extent of Authority

The incumbent has the autonomy to act on all day to day matters relating to projects and activities relating to the position objectives, including direction of staff, authorisation of expenditure within budget parameters and Council delegations framework.

The incumbent is required to liaise with the Coordinator, Youth & Middle Years on an ongoing basis and report on decisions that may have a major impact on the overall functioning of the Youth & Middle Years Unit.

JUDGEMENT AND DECISION MAKING

Under the direction of the Coordinator, Youth & Middle Years Coordinator the incumbent is expected to make decisions to ensure that all youth services and programs are delivered in a coordinated and integrated manner. Matters of a particularly sensitive nature should be brought to the attention of the Manager Family, Youth & Children's Services.

KEY COMPETENCIES

SPECIALIST SKILLS AND KNOWLEDGE

- Experience in the development, provision and management of middle years and/or youth support and pathway services, including counselling and/or case management.
- Demonstrated knowledge of the issues affecting the provision of and planning for middle years and youth services in Local Government and awareness of broader policies and issues within the field.
- Demonstrated understanding of the principles that underpin the practice of quality youth work.
- Comprehensive understanding of referral pathways for young people.
- Experience working with middle years children and young people.
- Strong analytical and problem-solving skills and ability to plan and develop innovative service and program options within a broad unit and council-wide frameworks.
- Knowledge of Local Government procedures and practices would be an advantage.

MANAGEMENT SKILLS

- Ability to implement and manage the work objectives and priorities of the Youth Support and Pathways Team within an environment of change and conflicting demands.
- Demonstrated ability to implement recruitment and selection procedures, develop position descriptions and monitor staff development in the team, as well as contribute to long term staffing strategies for the Unit.
- Well-developed leadership and motivational skills.
- Ability to contribute to the strategic directions of the Youth & Middle Years Unit □ Knowledge of, and the ability to apply, relevant budgeting and financial procedures.
- Ability to manage change in an environment of resource constraint.
- Ability to solve problems through discussion, negotiation and teamwork.

INTERPERSONAL SKILLS AND ATTRIBUTES

- Demonstrated ability to build and maintain strong and effective relationships with a range of stakeholders within and external to the organisation.
- Demonstrated ability to manage complex cases and situations involving young people sensitively and confidentially, and support staff involved.
- Ability to be flexible, energetic, creative and drive the initiative of the team.
- Ability to foster co-operation, negotiate conflict, support and supervise the team.
- Well-developed oral and written communication skills, and presentation skills.
- Strong leadership and problem-solving skills.
- Ability to represent Council in a positive and professional manner.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualification in the Social Sciences, Youth Work and/or related fields.
- Demonstrated experience in staff management, service planning and delivery, project management, policy development and strategic planning.
- Experience and knowledge of current issues and emerging trends for middle years children and young people

- A demonstrated understanding of the youth service system and related pathways for young people.
- Demonstrated understanding of and commitment to youth participation.
Demonstrated ability to record and monitor client and service data accurately, analyse research, and organise and present information and reports.
- Competence in the use of Microsoft Office.
- Current Victorian Driver's License essential.

KEY SELECTION CRITERIA

- Demonstrated experience in the effective management and operation of a multidisciplinary team including case management and supervision experience, and knowledge of and practical experience in managing risk associated with the provision of complex services to middle years children and young people.
- Demonstrated ability to manage staff effectively, monitor performance, facilitate staff development, and lead and support staff through change practices.
- Proven ability to establish and build key stakeholder relationships within the local youth sector.
- Demonstrated understanding of youth work practice, community development and youth participation principles.
- Experience in preparing and monitoring budgets, and administrative systems and preparing briefs and reports.
- Proven ability to communicate with a diverse range of clients/stakeholders.