



Position Description

Youth & Family Services Manager

Location	Gladstone
Department	Youth & Family Services (YFS)
Award	Social, Community, Homecare & Disability Services Industry Award
Classification	Based on qualifications and experience
Employment Status	Full Time

POSITION SUMMARY

The Youth and Family Services (YFS) Manager, as a key member of Roseberry’s Management team, is responsible for leading and supporting the YFS team to implement operational plans and key outcomes in line with service contracts, and in alignment with the Human Services Quality Framework and National Standards for Mental Health.

The suite of YFS programs that this position is operationally responsible for includes contracts funded by;

- PHN (Primary Health Network), under **Stream 2** in the Primary Mental Health Care Model for youth 12 to 25years
- Dept. of Children, Youth Justice and Multicultural Affairs, under **Youth Support** for vulnerable youth 10 to 21 years, and **Family Support** for vulnerable families at risk of entering statutory system with children under 18 years.
- Dept. Social Services, under **Reconnect** Program for homeless/at risk homelessness youth 12 to 18 years.
- Dept. Justice and Attorney-General, Office for Women and Violence Prevention, under **Youth Sexual Assault and Violence Connector**, an Information, Advice and Referral service for youth who have experienced sexual violence or displaying sexually reactive behaviours.

This position will work closely and collaboratively with a range of stakeholders including Qld Mental Health Services, private practice psychological services, general and allied health practitioners, Qld Education services, housing and homeless services and other community organisations.

The core responsibilities of this position are ensuring delivery of quality evidence-based practice, maintaining staff wellbeing and professional development, and maintaining high standards of support to our clients and communities.

Position Description – YFS Manager

Key responsibilities

- Provide individual clinical and case management services in accordance with the RQ Clinical Governance and evidence-based best practice.
- Maintain and manage client records and documentation within a case management framework, in various Client Information Management System databases provided.
- Facilitate clinical case review meetings, team supervision and multi-disciplinary team meetings.
- Manage and facilitate external clinical supervision and internal supervision regime
- Provide leadership and mentoring to staff and students working within the service.
- Promote and adhere to ethical standards and best practice, including mandatory reporting of abuse/harm, privacy and confidentiality, management of risk, and child protection.
- Promote and participate in the ongoing operational planning of all programs, review and maintenance of RQ's Mental health clinical services, and ensuring a commitment to quality and safety standards.

Administrative Duties

- Complete statistical data collection forms, monthly, quarterly and annual reports as required by legislation, contractual and RQ policy.
- Ensure all administrative tasks are managed as required.

RELATIONSHIPS

The position holder will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent Roseberry Qld to the public, community, government, and other organisations.

Reports To	General Manager
Direct Reports	YFS Team
Indirect Reports	Nil
Internal Relationships	Roseberry Qld staff RQ Management Team RQ Clinical Governance Sub-Committee
External Relationships	Clinical Education Accreditation bodies, university and educational networks Hesperi National's Early Career Program Team Other external partners, vendors, providers and key stakeholders

SELECTION CRITERIA

- Approved tertiary qualifications in Human Services, Social Work, Psychology or Allied Health fields, or be working towards with minimum 3 years relevant sector experience.
- Demonstrated experience in early intervention youth mental health care management, including therapeutic interventions, psychosocial supports, recovery-oriented mental health practice, and have a broad understanding of the challenges and experiences of young people and families in Australia, including specific community factors.
- Demonstrated experience and suitability for working directly with vulnerable people.
- Evidence of training and experienced in relevant trauma informed, strengths-based practice.
- Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.

Position Description – YFS Manager

- Highly developed verbal and written communication skills, computer literacy and a demonstrated ability to work in a team within a diverse environment.
- Ability to work both independently and collaboratively as a productive team member.

Desirable

- Previous experience (3 or more years) working in a therapeutic capacity with youth and families experiencing mental health and psychosocial challenges.

Personal Attributes

- Ability to connect and communicate effectively.
- High levels of professionalism, confidentiality and discretion.
- Exceptional organisation.
- Positive and collaborative team player.

WORKPLACE POLICIES AND PRACTICES

All employees and contractors are required to familiarise themselves with the organisation's policies and procedures and to abide by them at all times.

The position holder must also:

- Maintain a current check for working with young people, as per the relevant state legislation.
- Undergo a current and satisfactory Police Check.
- Maintain a current driver's licence.
- Maintain eligibility to work in Australia.
- Participate in annual individual performance reviews and professional development planning.
- Are able to travel regularly within the region.
- Are able to provide evidence of COVID-19 vaccination certificate as required under the Qld Health Public Health Mandate.

Approved By _____
General Manager

Date Approved _____
1 November 2022