

POSITION DESCRIPTION

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| Position Title: | Youth Support & AOD Manager |
| Position Number: | CS 402 |
| Department: | Community Services |
| Unit | Early Intervention Services |
| Reports to: | Executive Manager Community Services |
| Award Classification: | Social and Community Services Award |
| Salary Range | Negotiable depending on experience and qualifications |
| Supervises: | All staff within the Early Services unit listed: Youth Northern Outreach Team Program Youth Transition Support Program Counselling & Support Program |
| Time Fraction: | Full Time/Contract |
| Hours: | 38 hours per week (including evenings and weekends) |
| Locations: | 6 Hartington Street, Glenroy |

POSITION CONTEXT

Youth Projects Inc is a voluntary, community agency managed by an independent expert board that was established in 1984 to provide a range of support services for young people and families of the northwest suburbs and the central business district (CBD) of Melbourne. The agency's head office is located in Glenroy with sites operating in three other locations: Melbourne CBD, Coburg, and Northcote.

The Community Services Department of Youth Projects has three units, Early Intervention Services; Education and Prevention Services; and Health and Human Services.

Community Services Department programs and initiatives are delivered from two sites, City and North West. The City includes Living Room Primary Health Service, Foot Patrol Needle and Syringe Program, Inner West Drug and Health Project, Community Syringe Disposal Project, Private Property Response Service, and First Response to At Risk Youth Project. The North-West includes Youth Northern Outreach Team (YNOT), Inner West Outreach Service (IWOS), North West Outreach Service (NWOS), Drink/Drug Dive Program and Counselling and Support Program.

A second group of programs within Youth Projects form the department called Education, Employment and Training Services. These programs include Apprenticeships Melbourne, Melbourne Training Options and Job Services Australia

The Youth Support & AOD Team is primarily located in Glenroy and is part of the Early Intervention Services Unit of the Community Services Division. It is responsible for the

provision of high quality services to both individuals and their families experiencing issues in the areas of school, relationships, alcohol and other drug. This position is responsible for the supervision and leadership of staff along with overseeing the day to day coordination of the programs. This position will also be responsible for the delivery of case management of some clients (both voluntarily and involuntarily clients) presenting with an array of issues. The main aim of this department is to assist clients to identify issues, to assess and implement strategies to address these issues and to assist in improving and/or adding value to their life.

POSITION OBJECTIVE:

- Provide clinical leadership and supervision to the members of the team;
- Provide full coordination and management of the Youth Support and AOD programs
- To provide therapeutic services to clients, including assessments, casework, and supportive referrals.
- To operate within a community based, leading a multidisciplinary team
- To participate in the planning, monitoring and evaluation of the service
- To provide educative information services and training upon request.
- To provide accessible and responsive support to staff when requiring assistance with client issues and difficulties
- To assist with quality assurance including acquittal, contract compliance and best practice

STANDARDS AND LEGAL FRAMEWORK

Youth Projects Inc. services are provided in accordance with standards and legal frameworks including:

- The Funding and Service Agreement;
- The Health Services Act (1988);
- The Victorian Mental Health Act (1986) and national standards;
- State and Commonwealth Disability Services Act and national standards;
- Equal Opportunity Act (1995);
- The Privacy Act;
- Freedom of Information Act (1982);
- The Principles of Psychosocial Rehabilitation;
- Working with People of Non-English Speaking Backgrounds, 1994;
- Victoria's Alcohol & Drug Treatment Services: Framework for Service Delivery, 1997;
- Safe Needle Disposal Monitoring Manual, 2000;
- National Hepatitis C Strategy 1999-2000 to 2003-2004 & Vic. Hepatitis C Strategy 2002-2004;
- National HIV/AIDS C Strategy 1999-2000 to 2003-2004 & Vic. HIV Strategy 2002-2004;
- Chlamydia Strategy for Victoria (2001-2004);
- Drugs, Poisons and Controlled Substances Act, 1981;
- Community and Women's Health Program Guidelines 2002-2003;
- Youth Projects Inc. Policies and Procedures and YNOT Operational Guidelines.

KEY RESPONSIBILITIES AND DUTIES

Service Delivery

The Manager is responsible to the Executive Manager Community Services and for working collaboratively with the Early Intervention Services Unit staff on elements of day-to-day service delivery to ensure the provision of high quality services by:

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- Develop collaborative working relationships with schools in Hume and Moreland region, Education and Training providers, Local Community Partnerships, Centrelink, Australian Apprenticeship Access Program (AAP) providers, Australian Apprenticeship Centres (NAC), health and welfare support agencies, youth and community support providers and other Australian Government, State or Territory, local government and community based organisations/agencies and services.
 - Maintain required reporting measures as outlined by the Youth Support and Alcohol and Other Drug guidelines.
 - Market the Youth Support and AOD services to schools and community agencies to ensure that only eligible participants are referred
 - Implement agreed service models including assessment, development of case management plans, and the ongoing support and guidance of clients.
 - Monitoring client progress, documentation and maintenance of client files and database (ensuring a high standard of care and responsibility to maintaining client confidentiality)
 - Ensure clients referred are contacted and signed within the required time frame
 - Undertake client assessments as required and collate any previous client assessment(s) and psychological reports previously undertaken
 - Ensure all identified needs are addressed in response to the special needs of clients such as the availability of interpreters/bilingual professionals and use of culturally appropriate service and programs
 - Respond to client issues and concerns that relate to any client related crisis and consequent changes and revisions to the Individual Treatment Plan
 - Client hardcopy and electronic files are to be maintained as specified as per contract guidelines and requirements
 - Client final reports are to be generated within the time frames
 - Regularly evaluate client progress in relation to their case management plans and ensure that this document remains appropriate
 - All administration requirements are to met as defined as per contract guidelines
 - Other duties as directed

Leadership

The Manager is responsible for staff management, leadership and supervision in order to support staff in their professional activities and to enhance service delivery by:

- Provide support to all staff within the Department in their contact with clients including working through scenarios/difficulties.
- Provide guidance in mechanisms for increasing program effectiveness, efficiency and quality.
- Provide clear and accurate program information
- Maintain a working knowledge of all available resources including, but not limited to, Program Guidelines.
- Assist in the development, implementation and maintenance of processes to enhance effective multidisciplinary teamwork, team building, team cohesion and employee support
- Facilitate in the communication within the team, with other services teams and with the management team of Youth Projects Inc, including the CEO and the Board of Management

Community liaison and Networking

The Manager in conjunction with the Executive Manager Community Services is responsible for the development and ongoing maintenance of *effective* networks and consultative processes with key stakeholders in the service. The links that are made through these networks should put Youth Projects in a position to identify and utilise the latest trends and developments in service delivery including:

- Foster and encourage ongoing community liaison

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- Forge links with key service delivery bodies in the Community Sector.
 - Identify and engage streamlined working relationships with key agencies including Centrelink, Department of Health, Department of Human Services.
 - Represent the agency in forums, networking and working groups.
 - Assist in the development and maintenance of strong relationships with Employment & Support Services, Employers & Industry, Education providers, drug and alcohol services, community agencies, primary health providers and other key stakeholders.
 - Establish positive and effective working relationships with a number of key stakeholders in the Municipalities of Hume and Whittlesea
 - Promote and increase the profile of the services offered by Youth Projects Inc through approved appropriate activities
 - Contribute to the planning, monitoring and evaluation of services offered by forums with emphasis on the maintenance and further development Youth Projects Inc.
 - Other duties as directed

Staff Support

- Actively participating in team meetings
- Assist in identifying training and professional development needs of staff
- Assist in the organising and monitoring the induction and orientation of new staff
- Provide staff with appropriate supervision
- Participate in program performance meetings
- Provide monthly program reports to Executive Manager Community Services

Education and Professional Development

- Assist in identifying and documenting training and professional development needs
- Maintain own professional knowledge, skills and registration
- Contribute to forums and organisational professional development programs
- Encourage a coordinated approach to placement of students from tertiary training institutes
- Other duties as directed

Quality Assurance, Quality Improvement and Performance Standards

- Foster the development of consumer oriented services within all Teams and across the organisation
- Monitor and evaluate standards for service delivery and assist in assuring Team compliance with OH&S requirement
- Maintain a focus on quality improvement and contribute to Youth Projects Inc. quality improvement plan
- Participate in staff performance reviews
- Other duties as directed
- Maintain own professional knowledge, skills and registration
- Other duties as directed

Other Duties

The Manager will participate in other aspects of Community Services Department service delivery and undertake other duties in line with the organisation's vision and mission as requested by the Chief Executive Officer.

Key Selection Criteria

1. Relevant qualifications and/or experience in the health and social support services for people with drug and or alcohol related issues.
2. Demonstrated ability and experience in providing expert advice, clinical leadership, supervision, and support to clinicians and other service providers.

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3. Demonstrated high level of ability and relevant experience in providing a full range of clinical intervention to effect therapeutic change in clients with substance use problems and manage clients who present with complex drug and alcohol related issues.
 4. Extensive knowledge and demonstrated expertise in the drug and alcohol field, particularly in relation to the forensic system and youth specific services.
 5. Demonstrated leadership skills within a multi-disciplinary staff team, preferably within a health and/or service context, including staff management, program management and development.
 6. Demonstrated understanding of the principles and practices of Harm Minimisation, Community Development and Harm Reduction especially in relation to service delivery for groups including injecting drug users.
 7. Skills and relevant experience in providing effective training and education and information programs to any array of audiences both internally and externally to Youth Projects Inc.
 8. Demonstrated ability to work as part of a team and a clear understanding of effective teamwork and team processes.
 9. Highly developed communication and interpersonal skills to effectively liaise, consult and negotiate with a wide range of clients, staff, senior management, and service providers. Sound computer literacy with a knowledge of the ADIS database is desirable
 10. Eligible accreditation with Department of Human Services as an Alcohol and Drug Assessor

Other Information

- A probationary period applies to new employees
- An annual Police Records Check is required
- A Current Victorian Drivers Licence is required
- Salary packaging is available
- All internal Youth Projects Inc work sites, including vehicles, are designated smoke-free environments.

Application Details

Applicants are requested to submit a full letter of application, including information which addresses the selection criteria in addition to a current curriculum vitae. Applications should be submitted by email or post.

Contact Details

All enquiries to Mr Rodney Mackintosh

Address Details:

Executive Manager Community Services
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