

MANAGER CHILD, YOUTH & FAMILY SERVICES POSITION DESCRIPTION

Position Title:	Child, Youth & Family Services Manager
Program:	Child, Youth & Family Services MultiLink Community Services Inc (CYFS)
Current Work Location:	38 Blackwood Road, Woodridge
Classification:	Social & Community Services (Queensland) Award-2001
Salary Level:	Level 6.1 SACS Award (\$49,703 + 9% superannuation contribution)
Hours:	38 hours per week
Date of Review:	August 2007

Background to MultiLink Community Services Inc

MultiLink Community Services Inc is an Incorporated Association managed by a voluntary Management Committee, a Chief Executive Officer and Service Managers/Coordinators responsible for providing accessible services and activities for a range of migrants and refugees and their families within the local government authorities of Logan, Gold Coast, Brisbane South East and Brisbane South West, Ipswich, Beenleigh, Redlands, and Beaudesert Shire's.

MultiLink Community Services Inc. works from an early intervention and prevention approach to influence the successful long-term settlement of migrants and refugees into Australian society. The organisation achieves this by building individual client, family and community capacity to meet their own needs over time and believes that individuals and communities should be involved in deciding how their family and/or community will develop.

MultiLink Community Services Inc has a number of core service areas: Child, Youth and Family Services; Community Engagement, Advocacy & Development Services; Migrant and Refugee Settlement Support Services; MCC - Aged & Disability Services; Multilink Interpreting Services; and Organisational Support Services. Although these service areas are quite diverse, each works collaboratively to achieve the aims, objectives and goals of the organisation.

MultiLink Community Services Inc also offers other services including adult and youth focused English classes, literacy and numeracy classes, homework programs, a multicultural support group and a range of partnership projects between MultiLink Community Services Inc, agencies and ethnic communities. MultiLink Community Services Inc also operates a fee for service language support and interpreting service, which provides income to support

unfunded programs conducted by MultiLink. MultiLink is located in Logan City approximately 25kms south of the Brisbane CBD.

Purpose of the Position:

1. To provide effective coordination, management planning and evaluation of CYFS program activities and staff. The successful applicant will work flexibly and creatively to provide leadership to the CYFS team.
2. To liaise with funding bodies, other government departments and community organisations to ensure the coordinated and best possible use of available resources.
3. To work collaboratively across multicultural and mainstream sectors to ensure effective planning, advocacy and service delivery to clients.

Organisational relationships of the position:

- (a) Accountable to: The CEO
- (b) Extent of Authority: Under limited direction, the incumbent will provide coordination of the CYF Services which ensures achievement of the organisations goals and objectives
- (c) External Contacts: Members of the public, community organisations, Local, State, and Commonwealth departments, and other stakeholders as appropriate.
- (d) Internal Contacts: With clients, staff, other employees and volunteers.

Other expectations of the position

(a) Ethics

This position will uphold the following ethics:

- Not to accept money, gifts or services, other than minor incidental items, in the course of employment with the organisation. The interpretation of 'minor' incidental items shall be the responsibility of the CEO of MultiLink Community Services Inc.
- Not to disclose or use confidential information other than for authorised purposes.
- Not to speak in public or to the media commenting on any issue or policies without the express approval of the CEO either given in a particular instance or according to guidelines previously given.
- Not to engage in other employment or contract, which may have a direct or indirect conflict of interest with the organisation's activities or may detrimentally affect the performance of the Receptionist.
- To be impartial in actions and advice in reporting to the CEO and Management Committee.
- To ensure that all relationships and contacts with clients is professional and will not in any way injure the client or the organisation's reputation.

(b) Occupational Health & Safety

Contribute to the effectiveness of the Organisation's Health & Safety Program by:

- Complying with all statutes, regulations and prescribed procedures.
- Following safe work practices, instructions and rules to prevent accidents to self and others; and
- Maintaining own work area in a clean and tidy state.

(c) Key Performance Indicators

1. High quality support is provided to young people ,their families and communities, with a focus on mediation, and early intervention approaches;
2. Demonstrated provision of quality individual case management support to newly migrant and refugee young people and their families;
3. High quality case management is provided;
4. Demonstrated effective management and leadership for CYFS team;
5. Demonstrated effective management of budget and other resources;
6. Demonstrated implementation updated of quality systems within CYFS according to MultiLink's continuous improvement commitment and external audit requirements;
7. Number, purpose and length of partnerships created with other organisations;
8. Number of key forums and networks attended;
9. Adherence to the due dates for acquittal of reporting of funding and adherence to acquittal policy;
10. Number of applications for funding submitted and number successful;
11. Adherence to confidentiality policy.
12. Adherence to workplace health and safety and anti-discrimination policies and practices

(d) Duties and Responsibilities

Case management Service

1. Provide direct support for young people and their families and communities, with a focus on mediation, and early intervention approaches;
2. Provide quality individual case management support to newly migrant and refugee young people and their families;
3. Link clients with existing MultiLink services, and external support networks;
4. Provide high quality case management ensuring case notes, commencement, exit procedures, and referrals are completed ;
5. When required, deliver intake-counselling services and conduct crisis intervention for clients with particular needs;

Program Management

1. Lead on operational planning, and the development, implementation and evaluation of CYF services and its strategies;
2. Develop accountability reports for funding bodies;
3. Advocate for the needs of CALD youth , and promotion of the Child, Youth & Family Services Programs, aims and objectives;
4. Based on identified needs and regional characteristics, plan, develop and implement specific initiatives and innovative projects to address the needs of migrant and refugee young people and or family;
5. Develop and maintain strategic networks with other local and broader community organisations, community groups, and service providers;
6. Attend regular formal meetings with the CEO to report on progress of programs and provide statistics about number and ethnicity of clients, needs identified, actions initiated, and client outcomes.

Staff Management

1. Support staff in developing innovative and specific group and out reach initiatives;
2. Provide regular supervision with staff and conduct regular staff team meetings;
3. Develop, in conjunction with the CEO, an annual workplan for all program positions;

Systems Management

1. Ensure all program requirements are met within time frames including reports, audits, data collection: including outcomes for clients and referral destinations;
2. Provide monthly reports to the Management Committee;
3. Develop and manage budgets and approve expenditure for CYFS;
4. Ensure the application of Action Research processes to the development of innovative service delivery and individual work;
5. Provide advice, assistance, and where required resources, to a range of relevant service providers, to ensure the effective access and engagement of newly arrived young people and their families in the support services offered for them;
6. Develop and maintain resource information for use by the Service and clients;

Personal Development

1. Training needs are identified and consulted with manager
 2. Supervision with manager is attended and guidance is requested where needed
 3. Contribution is made in team meetings
- Attainment of key performance indicators on a consistent basis.

SELECTION CRITERIA
Child, Youth & Family Service Manager

1. Possession of tertiary qualifications in the field of Social or Behavioral Sciences (e.g. Social Work, Psychotherapy) or a like discipline and a minimum of five years experience in managing a team in a cross-cultural environment. Overseas qualifications will be recognised.
2. Demonstrated high level experience and skills in project management within a child and youth services context.
3. Sound understanding and knowledge of issues faced by newly arrived migrants and refugees, including knowledge of current policy relevant to the multicultural sector.
4. Demonstrated ability to plan, implement and evaluate strategic and operational goals and objectives.
5. Knowledge and skills in supervising, managing and leading teams of staff in delivering quality services according to agreed funded outcomes and budget allocations.
6. Proven ability and proficiency to develop positive working relationships and communicate effectively with people from linguistically and culturally diverse backgrounds and implement culturally sensitive settlement strategies.
7. Possession of a current Queensland "C" class Driver's Licence.

Please post to:

The Chief Executive Officer
MultiLink Community Services Inc
PO Box 146, Woodridge, 4114

Or deliver to:

38 Blackwood Road, Woodridge.

By close of business
7th September 2007

MultiLink Community Services Inc is an equal opportunity employer.
People from culturally and linguistically diverse backgrounds are
encouraged to apply.

Application Process

Answer each selection criteria listed above it should not be **more than 1 page per selection criteria in length** and should show how you meet each of the selection criteria.

You should **also submit a resume of not more than three (3) pages** giving details of your previous work history and any other relevant information.

If you would like to speak to someone about the position please contact: **Peter Forday CEO or Dulcinea Hernandez, manager organisational support services on 3808 4463**

Applications will NOT be accepted by email or fax.