

Position title	Program Manager ReConnect & #U-Turn	Reference	PM-ReConnect & #U-Turn-NHUL-EARO
Reporting to	Regional Operations Manager	Location	Nhulunbuy
Division	East Arnhem Regional	Section	Youth Services
Approved	EM Youth and Community Access	Date	14/08/19
Comments: Please note that this position requires flexibility to work outside of normal hours			

Organisation Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. We demonstrate our values of Hope, Kindness, Respect, Fairness and Integrity through strength-based and trauma informed practice, cultural respect, child safety, social justice, community development and partnerships. Anglicare NT was formed by the Anglican Diocese of the NT to respond to the social needs of our diverse communities.

Purpose of the Position

You will You will mentor and supervise staff working in the ReConnect Service and #U-Turn Service to ensure the delivered services are culturally appropriate, trauma informed and strengthen based. You will work to strengthen allocated services and undertake service improvement projects using evidence-based interventions, innovation and good practice principles while ensuring compliance with policies, procedures, standards, contracts and legislation. You will support ReConnect staff to work directly with young people and their families to develop and implement their case plan, which builds on support networks, strengthens connections to family and community, encourages positive decision making and ability to self-manage and promotes safety and wellbeing. In addition you will ensure #U-Turn staff meet statutory youth justice requirements by supporting young people to engage in restorative justice processes, community giving programs and developing life skills to pathway into education, training and/or employment through the provision of support plans, family support, information, advocacy and group work. This position requires well developed collaboration and networking skills to ensure all services meet the young person's needs, builds capacity of the target group and regional service system and raises community awareness about the nature, extent and appropriate responses to young people involved with the youth justice system. You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

Selection Criteria

Position Specific Requirements

1. Bachelor's degree in youth, community or human services and a minimum two (2) years management and direct experience working with high risk / vulnerable young people and families in community-based environments is desirable.
2. Knowledge of the youth justice, child protection system and local youth, family services
3. Experience in assertive outreach strategies and ability to effectively engage with young people with challenging and/or trauma related behaviours through the delivery of individual support and group work
4. Demonstrated ability to manage crisis situations, prioritise and make good decisions under pressure
5. Ability to maintain personal and professional boundaries and guide staff in complex client related decision making
6. Ability to promote services and raise awareness of issues impacting on the target group of vulnerable young people and create innovative responses to address needs
7. Demonstrated experience in contemporary approaches to supervising and developing staff, including the provision of supervision and mentoring, undertaking performance reviews and building and managing multidisciplinary teams
8. Experience in program management and performance monitoring including service design, review and planning processes and meeting work plan reporting commitments and targets
9. Demonstrated ability to communicate and negotiate effectively with people at all levels of organisations including statutory authorities, service providers, families / carers and key stakeholders
10. Demonstrated teamwork skills, resilience, ability to work independently, multitask and work under pressure and commitment to a productive, cooperative and friendly workplace
11. Willingness to participate in supervision, reflect on practices, review performance and adhere to work plans and reasonable workplace directives

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Ability to meet 100-point ID and additional visa / overseas work compliance measures.
6. Northern Territory Driver's Licence.
7. First Aid Certificate (or willingness to obtain within agreed timeframe).

Key Responsibilities

1. Provide staff management, support and team development

- Provide effective line management: supervision, support and mentoring to the ReConnect Service and #U-Turn staff - ensuring performance reviews are undertaken in timely manner.
- Ensure timely approval of rosters and leave applications in consultation with the Regional Operations Manager
- Convene regular team meetings, team building and case review sessions with the staff
- Work closely with the Regional Operations Manager and Human Resources on any industrial matters as directed

2. ReConnect Service and #U-Turn program implantation and delivery

- Support staff to provide professional youth focused family friendly support & group work services and practical assistance to the target group in line with Anglicare NT policies, procedures, standards, contracts, work plans and legislation.
- Mentor and support staff to provide culturally safe and inclusive practices which respect diversity and support Indigenous young people to maintain connection to family, culture and country.
- Ensure ReConnect and #U-Turn provide targeted youth justice statutory stage/age appropriate activities which promotes social and cultural connections, development of relational and practical life skills and creates participation opportunities
- Undertake safety and risk audits in relation to support & group work, putting appropriate strategies in place in terms of family violence/the potential for aggression and youth justice considerations.
- Contribute to a service culture of youth participation, empowerment and informed decision making; ensuring client rights are acknowledged whilst fostering respectful relationships and positive self-care.
- Work collaboratively with high risk vulnerable young people, Territory Families funded Back on Track Providers, case Managers, YORET teams and key stakeholders to undertake support and group work and develop strategies to minimize reoffending and anti-social behaviour and enable good decision making.
- Participate in school holiday planning, events and other activities as identified.

3. Provide & participate in stakeholder engagement activities

- Maintain networks of relevant government and non-government organisations and relevant private providers to leverage support for the target group.
- Ensure engagement with stakeholders to develop and work together on community projects of common concern
- Promote the service and contribute to community awareness activities to increase understanding of the issues facing young people

4. Provide program administration, client records and reports

- Maintain comprehensive client documentation, ensuring data is entered correctly into the #U-Turn and Penelope databases, and client file records are up to date and ready for audit and/or provision to external authorities as required.
- Ensure compliance with incident management, reporting and escalation requirements and that organisational obligations under mandatory reporting on Child Abuse and Domestic Violence are met.
- Respond in line with incident reporting requirements in times of a crisis, emergency or following a complaint. Ensure matters are escalated as required and documentation completed.
- Contribute to quarterly reporting to Territory Families and Department of Social Services internal reporting ensuring

content is accurate and of high quality.

- Undertake other tasks as directed by the Regional Operations Manager commensurate with your skills and qualifications including acting higher / different lateral duties and or additional projects as required.

5. Maintain program quality within #U-Turn and ReConnect

- Embed reflective practice into ReConnect and #U-Turn to ensure valuable learnings from client and stakeholder feedback, complaints and investigations are captured and lead to service improvements.
- Manage service improvement activities including service reviews, file and practice audits, evaluations, development of outcome measures and integration of youth friendly client feedback approaches.
- Manage allocated programs and service improvement projects in line with Anglicare NT policies, procedures, standards, contracts, work plans and legislation.
- Maintain a safe working environment in accordance with legislative requirements and policies and procedures; with a strong focus on prevention, mitigation of risk, effective case management and reflective practice.

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment.
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).