



EMPLOYMENT PACKAGE
Youth Frontier Program (YFP) Team Leader

BUNGREE ABORIGINAL ASSOCIATION
Children, Youth & Family Services

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1. JOB ADVERTISEMENT



Position Vacant – Identified Youth Frontier Program (YFP) Team Leader

Overview of Position:

The Youth Frontier Team Leader is responsible for managing the delivery of the program's objectives, facilitating the work of the case workers and mentors and ensuring compliance with DCJ contractual requirements as detailed in the Young Frontier Program specifications.

Reporting to the Chief Executive Officer, the Youth Frontier Team Leader's role is a core program component and sits on the Leadership Team. The position is important to providing integrated and coordinated services tailored to address parental vulnerabilities and keep children and young person's safe in their home. Case Management is undertaken in an ethical, collaborative, transparent, respectful and culturally responsive manner and always prioritises the child and young person's safety, welfare and wellbeing. The Team Leader is responsible for the recruitment and training of all mentors and the matching of all mentors and mentees. The role is aligned with Bungree policy and guidelines.

This is an identified position under Section 9a of the NSW Anti-Discrimination Act 1977

NOTE: Applicants **MUST** obtain an Employment Package, complete all relevant paperwork & address the Essential Criteria.

Enquires: Suzanne Naden on 02 43500100 or email: suzanne.naden@bungree.org.au

Closing date: Wednesday 13th July 2022 COB 4.30pm

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2. REQUIREMENTS FOR EMPLOYMENT

Essential Criteria - you must respond to the questions listed below as part of your application

- Aboriginality – must also supply a copy of you COA with your application
- Relevant Tertiary qualifications or higher in community sector or equivalent experience.
- Demonstrated experience in managing staff and the performance and outputs of case workers.
- Demonstrated understanding of applying a youth-centred, strengths-based and trauma informed practice working with clients with complex needs.
- Experience or understanding of early intervention and prevention youth models.
- Ability to be flexible, responsive with an ability to adapt delivery models to respond to the needs of young people from disadvantaged background and address barriers to access services and support.
- Demonstrated understanding of child protection issues with capacity to identify levels of risk requiring statutory child protection intervention.
- Demonstrated knowledge of and experience in the development and implementation of data collection tools and data evaluation processes, including the ability to generate comprehensive reports.
- Well-developed interpersonal, mediation and conflict resolution skills.
- Demonstrated competence in community liaison and community capability building; working with a range of appropriate professionals in youth related services.
- Ability to deliver programs against funding bodies project objectives.

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MANDATORY REQUIREMENTS

- Flu Shot – Bungree is a mandatory Flu Shot workplace (if for medical reasons you cannot get the flu shot please provide evidence)
- Covid-19 Vaccination - Bungree is a mandatory Covid-19 workplace (if for medical reasons you cannot get the flu shot please provide evidence)
- National Police Check
- Working with Children's Check
- Drivers Licence
- Qualifications and Training Certificates

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3. ABOUT BUNGREE YOUTH FRONTIER PROGRAM

The Youth Frontier Program (YFP) is funded by the NSW Department of Communities and Justice (DCJ), Bungree's Youth Frontier Program provides a mentoring service for Aboriginal young people aged 10 to 17 years who are at risk or in the juvenile justice system.

The program aims to engage young people's strengths by building skills and experience, addressing barriers to participation, reducing contact with the justice system and improving life outcomes through mentoring support, positive learning and social engagement activities.

As well as individual mentoring services, Bungree's YFP also conducts a Resilience Program in schools and in the community with yearly cultural camps for participants of both the Mentoring and Resilience Programs.

Bungree supports the participant to sustain their tenancy, work in partnership with the community, primary health care providers including General Practitioners (GPs), community health services and other local organisations to provide high quality, person-centred, equitable and accessible support for people in the program.

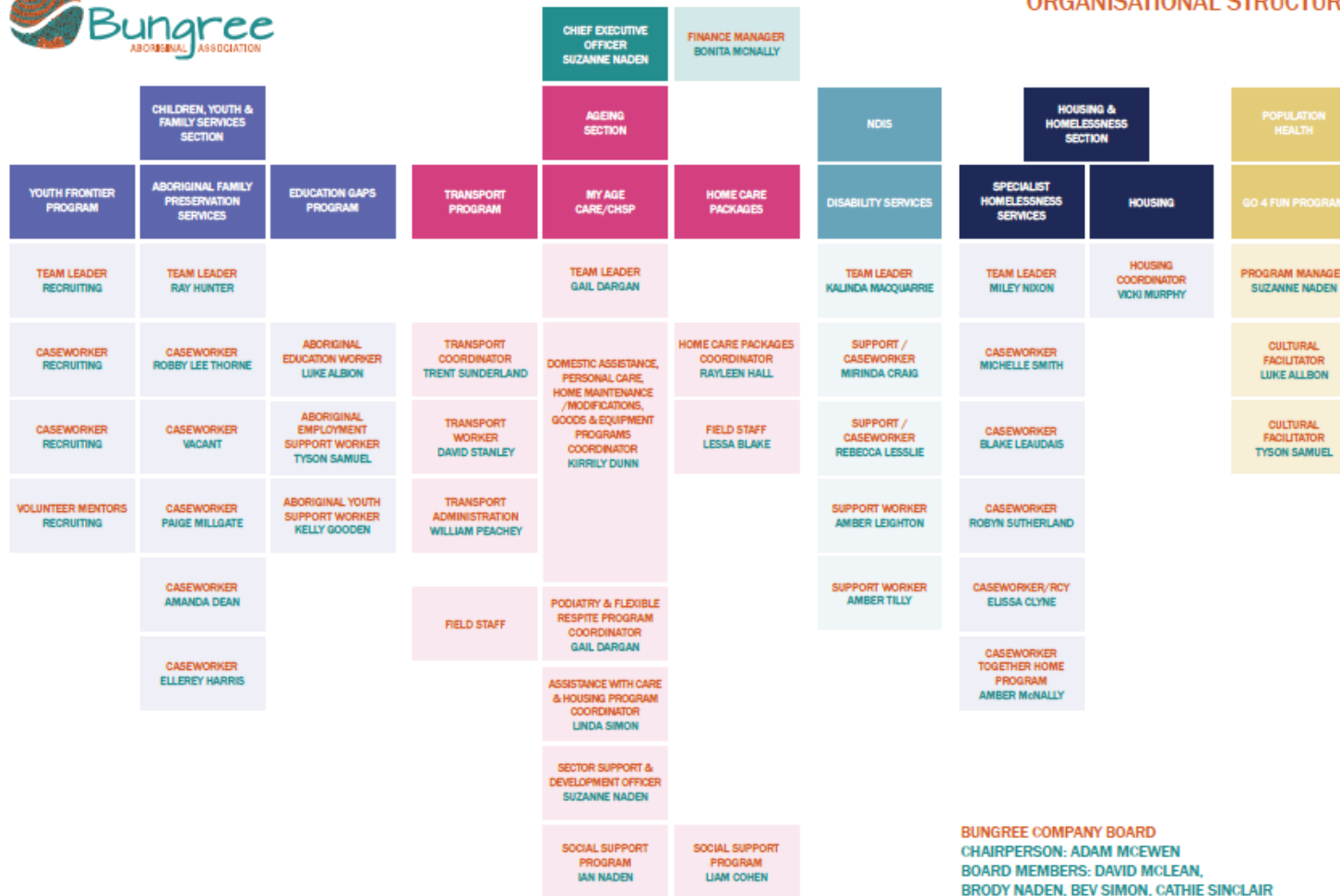
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4. BUNGREE ABORIGINAL ASSOCIATION ORGANISATION CHART



ORGANISATIONAL STRUCTURE



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5. POSITION DESCRIPTION

POSITION TITLE: Youth Frontier Team Leader	
POSITION DESCRIPTION	
Team:	Youth Frontier Program
Section	Children, Youth & Family Services
Direct Reports:	Two (2) Caseworkers
Reports to:	CEO
<u>Position Summary:</u> <p>The Youth Frontiers program takes an early intervention approach by delivering quality mentoring to young people in contact with the youth justice and child protection systems in NSW. The aim of the program is to increase their wellbeing and connection to community and avoid further contact with the justice system.</p> <p>Youth Frontiers is an NSW Government Youth Mentoring Program providing targeted support to adolescence aged 10-17 years Aboriginal and Torres Strait Islander community, who are at risk or in the juvenile justice system. The program aims to engage young people's strengths by building skills and experience through mentoring support. The program is delivered in 4 locations across NSW and Bungree will be delivering the Aboriginal program for the Central Coast NSW.</p> <p>The Youth Frontier Team Leader is responsible for managing the delivery of the program's objectives, facilitate the work of the case workers and mentors and ensure compliance with DCJ contractual requirements as detailed in the Young Frontiers program specifications.</p>	

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The Youth Frontiers program service model comprises five standardised core components:

1. Mentor screening and matching
2. Mentor training and support
3. Engagement
4. Personal and lifeskills development
5. Social networks and community engagement

The Youth Frontier Team Leader is responsible for recruiting and screening suitable mentors and into the program and actively promoting the program. The position will function under the supervision of the Chief Executive Officer.

The position will work within funding and legislative guidelines and services will be delivered in accordance with the *Children and Young Persons (Care and Protection) Act 1998* and *the Community Welfare Act 1987* and associated regulation. This requires DCJ and the wider community to work with families and the wider community to minimise the risk of significant (ROSH) harm to children and young people.

You may be required at times to be on-call and respond to enquiries from staff and clients out of normal business hours.

The position makes decisions independently regarding the utilisation, management and evaluation of resources in those areas for which the position is responsible and is also responsible for the performance management and development of team members.

KEY RELATIONSHIPS

Reports to: Chief Executive Officer

Supervises:

- 2 case managers
- Mentors

Works closely with:

Internal

- Bungree Team Leaders
- Other Bungree staff
- Mentors

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External

- People who support the participant
- External providers and mainstream agencies e.g., Health, Education, family support, youth services
- First to Know agencies. E.g. the police, schools, hospitals/key health services, government department offices.
- Specific agencies who are key to the issue of homelessness in this area e.g. Juvenile Justice, OOHC service, Aboriginal and CALD support agencies.

Key Performance Indicators

- Achievement of Participants' goals;
- Use of on-line systems to track and record performance data;
- Other key measures developed by Bungree, or other key stakeholders;
- Training and development of staff;
- Implement, manage and monitor the Bungree Strategic Plan for this program;
- Safety, protection, privacy and wellbeing of young people are paramount;
- Respectful and culturally appropriate engagement;
- Development and delivery of the YF program in accordance with best practice

The following key accountabilities list will appear in your Performance Agreement if you are successful in your application for this position.

Primary Purpose	Capability Requirements	Activities, specific job skills and performance indicators
Sector and Bungree purpose and values	<ul style="list-style-type: none"> • A youth-centred and youth development approach. • Significant knowledge of the role, vision, mission and values of Bungree and the support and services provided. 	<ul style="list-style-type: none"> • Implement the Bungree policies and procedures relevant to the delivery of Youth Frontier services and care. • Behaves consistently in line with Bungree values, policy and procedures. • Understands and applies knowledge of the service standards and relevant organisation requirements to delivering services to the team.

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	<ul style="list-style-type: none"> • Understands and can demonstrate sector direction and the organisation strategic plan. • Understand the strategic direction under which Bungree operates. • Working knowledge of Bungree infrastructure. 	<ul style="list-style-type: none"> • Understand and utilises the relationship with and responsibility of other business areas such as finance, HR, IT. • Promotes a strength based approach to achieving the plan goals of each person in the team. • Develops an approach supportive working relationship with each person supported. • Gains the confidence, trust and respect of each person supported. • Recognises and promotes the importance of dignity and the rights of each person they support. • Provides support in line with all other aspects of the Youth Frontier program standards and the organisation's mission and values.
<p>Leadership, Teamwork and People Management</p>	<ul style="list-style-type: none"> • Lead a team effectively by monitoring and coaching to achieve required outcomes/performance. • Share knowledge and information and contribute to team meetings. • Monitor the progress of work in the team. • Ensure that services are provided to allow for differing needs of clients and the diversity and geographical spread of staff and clients. • Contribute to creating a positive and working harmonious environment within the team and other teams and management of Bungree. • Inspires, motivates, coaches, evaluates performance and provides regular feedback to staff. • Develop flexible communication techniques that enhance positive engaging relationships. 	<ul style="list-style-type: none"> • Facilitate regular team meeting, supervision and performance feedback to each staff member using strengths based reflective practice. • Coach staff to deal with complex issues, building resilience and autonomy. • Nurture a positive team culture and facilitate ways to strengthen communication, teamwork, learning and continuity of care. • Applies effective leadership practices and approaches to develop and grow the team. • Ensure the team is provided with the support, information and expertise required to effectively meet their responsibilities and fulfill the requirements of their position descriptions. • Develop the skills of the team through instruction and mentoring to ensure the team has appropriate supportive working. • Ensure adequate and appropriate supervision, training, support and performance appraisals are provided to staff. • Ensure the provision and maintenance of safe working conditions for all staff. • Proactively seek feedback from the team regarding leadership style and results.

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	<ul style="list-style-type: none"> • Develop communication skills to adapt to varying situations and audience. • Reports on complicated issues where some liaison with other teams or clients/families is involved. • Good listening skills and seek, provide and/or share information appropriately and respectfully; developing influencing skills. • Deals with issues presenting in team rapport, ensures effective engagement between staff members and where appropriate manage mediation. • Acquire basic negotiation techniques in respect to internal and external people to ensure processes and protocols are followed. 	<ul style="list-style-type: none"> • Achieve performance targets and organisation requirements for the team through effective leadership. • Monitors outputs and performance of the team and individual staff members using consistent one on one discussion and regular team meetings. • Refer to the performance management process to lead conversations with under-performing staff. • Contribute to continuous improvement by presenting and communicating effectively in team meetings, planning days and feedback mechanisms. • Participate in education and training opportunities. • Able to resolve conflict when required in the team or with clients following the relevant policy, procedure and guidelines and observing the Bungree values. • Apply problem solving resolution and negotiation skills effectively.
<p>Planning and Service Delivery</p>	<ul style="list-style-type: none"> • To assist clients in achieving their daily goals through Bungree's Youth Frontiers Program. • Maintain regular communication with families, clients, stakeholders, guardians and advocates. • Basic negotiation techniques as required. • Ensures, quality of service, effective communication, confidentiality, diversity awareness, provision of information. • Have the ability to manage difficult conversations and situations and the ability to inform and involve senior staff as required. 	<ul style="list-style-type: none"> • Ensure compliance with the DCJ Youth Frontiers Program Specifications. • Ensure the Youth Frontiers program runs effectively and efficiently on a day to day basis. • Ensure data integrity through ongoing training and audits of Community Data Solutions (CDS) and Data Exchange (DEX). • Be responsible for the financial management of Youth Frontiers program including the presentation of a budget and financial reports. • Establish relationships in service delivery amongst agencies in the area including specific mainstream services (i.e. Health, Centrelink, education, family support, youth service etc., 'First to Know' agencies (i.e. the police, schools, hospitals/key health services, government department offices and specific agencies who are key to the issue of youth homelessness in this area (i.e.

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	<ul style="list-style-type: none">• Ability tailor care to meet an individual's diverse needs.	<p>Juvenile Justice, OOHC service, Aboriginal and CALD support agencies).</p> <ul style="list-style-type: none">• Establish and maintain collaborative co-case management partnerships with appropriate SHS and mainstream youth services to achieve quality outcomes for young people and their families.• Promote the service to the community and educate the community about at-risk young people.• Assist in the development of an Annual Plan and coordinate the activities of the service, ensuring they are in accordance with the plan.• Develop appropriate programs and policies for meeting the needs of clients.• Ensure that appropriate records and data on services is maintained and that regular evaluations of Participant needs, and service delivery occur.• Works equitably with Participants with respect to each individual right to dignity, privacy, independence and respect.• Uses reporting and supervision to review appropriateness of plans and actions taken by staff for support within home, community and group environments.• Reviews files and progress on plans to monitor staff performance, makes suggestions and provides guidance.• Develop trusting, positive and professional relationships with Participants and service providers.• Complaints are addressed according to the Bungree policy.• Provides information to Participants and advocates, when necessary, to facilitate access to community services and facilities.• Ensure all information related to employees and clients are kept absolutely confidential.• Communicate with Participants effectively and according to Bungree Code of Conduct.
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Administration, reporting and documentation	<ul style="list-style-type: none"> • Ensures adherence to reporting, documentation and business administration requirements. • Ensures procedures are adhered to and appropriate documentation maintained. • Ability to make suggestions on improvements to reporting and administration systems and procedures. 	<ul style="list-style-type: none"> • Be involved in action which positively influences the policies and social factors that affect at risk young people • Carries out administration tasks, including entering accurate case notes in a timely manner and maintain files and statistics as directed. • Completes regular progress reports within required timeframes. • Undertakes other duties and functions as directed, commensurate with current level of skills and classification. • Plan Review reports (Annual). • Enter notes into e-tools on a daily basis. • Effectively uses technology in line with organisations requirements. • Complies with work practices to meet current organisation requirements and adjusts team processes to include new practice or requirements.
Systems	<ul style="list-style-type: none"> • Have a strong technical ability. • The ability to follow and apply mandatory obligations of reporting. • Have a WHS knowledge of requirements, policy and procedure. 	<ul style="list-style-type: none"> • Ensure that all reports of suspected elder/child abuse or neglect is immediately as per the <i>Children and Young Persons (Care and Protection) Act 1998 (the Care Act)</i> and in line with Bungree's policies. • Complete all contractual data and reporting. • Premises, equipment and vehicles are maintained in a safe condition. • Be responsible for WH&S, to be alert to and report WH&S hazards in a timely manner as required and directed in Bungree policies.
Systems	<ul style="list-style-type: none"> • Have a strong technical ability. • The ability to follow and apply mandatory obligations of reporting. • Have a WHS knowledge of requirements, policy and procedure. 	<ul style="list-style-type: none"> • Adhere to policy confidentiality, security, and mandatory training. • Ensure that all reports of suspected child abuse or neglect is immediately reported to the Team Leader as per the <i>Children and Young Persons (Care and Protection) Act 1998 (the Care Act)</i> and in line with Bungree's policies. • Complete all contractual data and reporting.

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		<ul style="list-style-type: none"> • Premises, equipment and vehicles are maintained in a safe condition. • Be responsible for WH&S, to be alert to and report WH&S hazards in a timely manner as required and directed in Bungree policies.
Personal Accountability and Risk Management	<ul style="list-style-type: none"> • Understand the intent and framework of relevant compliance legislation, quality standards, policies and procedures. • Address and minimise or maintain risk to Bungree as an organisation. • Contribute to health and safety well-being. • Comply with Bungree internal policies and procedures. • Analyse the relevant service environment to identify current and emerging risks. 	<ul style="list-style-type: none"> • Actively contribute to a positive and effective team environment through open and inclusive planning, continuous information sharing and transparent work processes. • Works collaboratively with other Workers. • Assists with problem solving and addressing any emergent issues. • Able to resolve conflict when required in the team or with clients following the relevant policy, procedure and guidelines and observing the Bungree values with appropriate communication style. • Actively participates and engages in team meetings. • Identifies any communication or workflow issues and makes suggestions for improvement. • Work health & safety accountabilities – identification of hazards, risk mitigation and consultation are encouraged. • Responsible for compliance with documented system procedures, policies and/or other internal guidelines. • Perform other duties as directed by Management that fall within the scope of the position, knowledge and skills, as required from time to time.
Personal Accountability and Risk Management	<ul style="list-style-type: none"> • Understand the intent and framework of relevant compliance legislation, quality standards, policies and procedures. • Address and minimise or maintain risk to Bungree as an organisation. • Contribute to health and safety well-being. • Comply with Bungree internal policies and procedures. 	<ul style="list-style-type: none"> • Compliance with Bungree value's code of conduct, policies and procedures and relevant Government legislation and standards where relevant. • Work collaboratively with Bungree employees and external stakeholders in accordance with Bungree values and professional standards of behaviour. • Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace. • Take reasonable care for your own health and safety.

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		<ul style="list-style-type: none"> • Promote a positive safety culture by contributing to health and safety consultation and communication. • Promptly respond to and report health and safety hazards, incidents and near misses. • Maintain documentation to show procedures and quality processes are followed and adhered to by the team. • Regularly communicates with staff to ensure risks are managed and communicated. • Make business decisions that fit with Bungree's guidelines. • Attend mandatory training sessions as required. • Takes on board, accommodates and accepts feedback • Presents self as a role model on behalf of the organisation and in line with community and Bungree expectations.
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Inherent Physical Requirements of the Position			
Required Activities	Frequency Required		
	Often	Sometimes	Rarely
Bending		✓	
Computer Based Tasks	✓		
Driving		✓	
Sitting	✓		
Kneeling			✓
Walking		✓	
Standing	✓		

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6. THE APPOINTMENT PROCESS

Appointment to the position is based on merit. Merit is determined through an assessment of your abilities as they relate to the position. To determine your merit, the selection committee will rely on –

- Your application, comprised of your Resume and your Claim to the Position
- An interview (if you are called) and the opinion of your referees (if you are short listed after interview)
- If you are successful but before you are officially appointed, you may be expected to verify your credentials and provide certified copies of your academic or other records. It is suggested you organise this so they will be ready if requested.
- Before you are officially appointed all necessary Working With Children's Check and Police Check's will be carried out.

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7. HOW TO APPLY

- To apply for the position, send your Resume and Claim for the Position by email, post or in person to CEO Bungree by the due date as given on the Job Advertisement.
- A covering letter is not required, however, if you do wish to provide one please keep it to one page.
- Please follow the advice below when composing your Resume and Claim for Position.

RESUME

To help ensure that your resume is compelling to read and tailored to the position, please use the following format and approach:

TITLE/HEADING

RESUME: (ADD YOUR NAME AND FULL CONTACT DETAILS INCLUDING PHONE AND EMAIL ADDRESS)

SUMMARY

Summarise your career in one page showing how you progressed to where you are today and including activities or achievements that relate to the position you are applying for.

EDUCATION

Indicate your schooling e.g. Year 10, Year 12.

List any TAFE or University studies commenced or have completed since you left school or are currently undertaking, showing the institution, the name of the course or programme, the years you attended, the credential you achieved or hope to achieve e.g. degree/diploma/certificate.

Give details of any subjects you studied that you believe have equipped you with skills relevant to the position you are applying for *NOTE: if you have attended short courses, include them under ENGAGEMENTS (see below).*

EMPLOYMENT

List your employment history in reverse chronology i.e. beginning with your most recent appointment and including any previous employment in the Community Welfare or related sector.

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For each job in which you were employed, give the job title, name of employer, dates, a brief description of your functions and responsibilities.

ENGAGEMENTS

Include here any organisations you belong to, boards and committees you may serve on (past and current), short courses and conferences you have attended, community work you have done or are doing.

Focus on those that you believe have given you skills, attributes, networks etc. relevant to the position.

DOCUMENTATION

Confirmation of Aboriginality.

Completed Applicant Declaration and Consent (Working with children Check) to be submitted at time of interview, if granted.

CLAIM FOR POSITION

You must meet each of the essential requirements given in the job advertisement. Meeting some or all of the desirable requirements given in the job description may improve your chances.

To show you meet the requirements, compose a Claim for Position with the following information:

TITLE/HEADING

CLAIM FOR (TITLE OF POSITION): (ADD YOUR NAME AND FULL CONTACT DETAILS INCLUDING PHONE AND EMAIL ADDRESS)

ESSENTIAL REQUIREMENTS

List each of the essential requirements in the position description and describe how you meet them

DESIREABLE REQUIREMENTS

List each of the desirable requirements in the job advertisement and describe how you meet them

REFEREES

Give the names of no more than three people who can provide information on your employment and work performance relevant to the requirements for the position

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8. THE INTERVIEW AND REFERENCE CHECK

The interview will be conducted by a selection panel of at least three people of whom at least one is male and one female. The panel will include the manager of the position you are applying for, Chief Executive Officer of Bungree Aboriginal Association an independent (a person not employed by Bungree Aboriginal Association), and another person who can contribute to the selection process.

Before the interview

The panel will assess your Claim for the Position. If you meet the essential requirements and some or all of the desirable requirements, they will also consider your Resume.

At the interview

The most competitive applicants will be called for an interview where you will not only be asked questions but invited to engage with the panel to discuss:

- Your career, education and engagements (as described in your Resume).
- Your ability to meet the requirements for appointment (as set out in your Claim for the Position) and to perform the job (see the Position Description, above).
- You will be free to tell the panel more about particular areas of your application, to ask questions about the position, and provide the panel with more information to help your application.

After the interview

- The panel will rate the strengths and weaknesses of each applicant and prepare a short list.
- Referees will normally be contacted before a preferred candidate is recommended for appointment, and a Working with Children's check will be conducted. If you have not included names of referees in your claim for Position, you will be contacted to provide.
- You will be advised in writing the result of your application normally within 2 weeks of interviews.
- If your application is unsuccessful, you may wish to contact the convenor of the panel to discuss your performance in the interview.

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9. APPOINTMENT AND CONDITIONS

- If your application is successful, a Bungree Aboriginal Association representative will contact you.
- The successful applicant will have to undertake both a Working With Children Check and National Police Check prior to being formally offered the position.