

# Position Description



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<b>Position Title:</b>	<b>South West Bail Support Service Program Manager (Fixed term position to 30 June 2021)</b>
<b>Reporting To:</b>	<b>Chief Executive Officer</b>
<b>Performance Review Period:</b>	<b>3mths / 6mths</b>
<b>Remuneration:</b>	<b>\$89,338 - 95,784 package, plus annual CPI increases, 17.5% annual leave loading &amp; salary sacrifice option</b>
<b>Award:</b>	<b>Social, Community, Home Care and Disability Services Industry Award 2010</b>

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## 1. The Organisation

Inala Youth Care Community Inc., trading as Inala Youth Service (IYS), is a not-for-profit, community benefit organisation committed to providing preventative and early intervention strategies which meet the immediate needs of young people and their families whilst supporting empowerment and the ability to make informed future decisions. Purposeful support, information and referral are provided to deliver crime prevention, community development, mediation, counselling, advocacy, accommodation and housing options, school support and education awareness, employment and training options, referrals for other services and information about community support and activities.

Formed in 1986, and incorporated in 1988, IYS is managed by a voluntary Board of Management who meet monthly to ensure good governance and oversee organisational operations, program delivery, compliance and finances.

## 2. The South West Bail Support Service (SWBSS)

SWBSS is an exciting new community-based initiative developed through a partnership approach between Inala Youth Service, Inala Wangarra, InCommunity and Youth Advocacy Centre and funded by the Department of Child Safety, Youth and Women.

### 2.1 Clients and catchment

SWBSS will be based in Inala and Ipswich, servicing the Ipswich and Richlands Children's Court catchments, to work with young people, predominantly male and aged 10-17 years who are at very high risk of being remanded into custody because they:

- Are alleged to have committed an offence and are seeking bail, but are at high risk of remand without support
- Have been granted bail but require support to meet the conditions of bail
- Are remanded in custody, due, in part, to lack of stable accommodation or positive support in their community

### 2.2 Referrals

The service is voluntary and young people must consent to participating in the program. Referrals will be prioritised from Youth Justice Court Coordinators, Detention Centre staff, Youth Justice Service Centres and Funded Legal Advocacy providers. Young people and their families may also self-refer.

### 2.3 Program objectives

- To increase the number of young people receiving bail instead of remand
- To increase the number of young people completing bail
- Reduce the risk factors that lead to non-compliance with bail
- To increase the confidence of decision makers in the availability and effectiveness of bail support services
- To support young people to have hopes, goals and dreams for their future, self-belief, and a sense of direction in their lives.

### 2.4 Service activities

The service will provide a mix of intensive youth and family support, diversionary/activity-based youth support and practical youth and family supports including:

- Provide young people with information, support and referrals at court
- Provide information to the courts outlining proposed bail supports and service
- Assist young people to find and maintain suitable accommodation

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- Referral to alcohol and other drug rehabilitation, mental health, NDIS and/or other relevant services
- Assist young people to re-engage with education, training and/or employment opportunities
- Provide interventions to minimise future offending behaviour
- Strengthen family ties and/or cultural connection

## 2.5 Framework and principles

- *Client centred* – staff will be flexible in terms of meeting with young people and their families, going to where they may feel most comfortable, such as in their home or a ‘neutral’ location. Staff may need to be available to be on call and before and after regular office hours.
- *Strengths based* – the Service will draw on the strengths and resources of the individual and community to address the challenges they face.
- *Trauma informed* – the Service will be trauma informed, recognizing the impact of early year’s trauma on brain development and the need to identify trauma informed behaviours.
- *Restorative* – the Service will assist the young person to understand the consequences of their actions and to work with the community to reintegrate them so they have the best chance of diversion.
- *Culturally competent* – in particular, the Service will align with the Australian Institute of Criminology’s National Crime Prevention Framework’s best practice guidelines for preventing involvement in crime for Aboriginal and Torres Strait Islander people.

## 2.6 SWBSS team structure

SWBSS staff employed by the partner organisations will be embedded in the program structure and report directly to the **South West Bail Support Service Program Manager** at Inala Youth Service. These staff will have an internal administrative line manager within their respective organisation. The SWBSS team will meet regularly across the catchment to ensure all program staff are familiar across the catchment, geographically and with each partner organisation and local referral and support options. The SWBSS team comprises:

- Program Manager employed by Inala Youth Service
- Case Worker employed by Inala Youth Service
- Case Worker employed by InCommunity
- Youth Worker employed by Inala Youth Service
- Youth Worker employed by Inala Wangarra (Identified position)
- Youth Court Assistance worker employed by the Youth Advocacy Centre

## 3. The role

The **South West Bail Support Service Program Manager** is responsible for management of the new South West Bail Support Service. As this is a new program, the **South West Bail Support Service Program Manager** will work closely with the IYS CEO and program partners and stakeholders to implement, evaluate and develop the program to ensure its success.

### 3.1 Team Management Responsibilities

- Ensure SWBSS is implemented in accordance with the Bail Support Service Model and Inala Youth Service’s service agreement.
- Develop and maintain positive relationships with new and existing stakeholders, including Youth Justice Service/Detention Centre staff, Richlands and Ipswich Court staff, legal representatives, Queensland Police Service, Child Safety, accommodation providers, youth agencies, young people and their families, to ensure the program meets stakeholder and participant needs, and achieves its objectives
- Meet reporting requirements which involve extensive and accurate record-keeping, data collation and report preparation, including in relation to the distribution of brokerage funds
- Ensure a positive and harmonious team environment within the SWBSS team, between the SWBSS team and members of the IYS and its partner organisations programs and staff
- Provide direct supervision and guidance to the SWBSS team staff and any students on placement
- Participate in quarterly service meetings with the funding body, meetings with the partnering organisation’s nominated representatives and chairing regular SWBSS team meetings
- Identify and monitor youth justice, remand and youth sector issues associated with this program and IYS.

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## 3.2 Case management responsibilities:

- Needs assessment to formulate an appropriate response which may involve provision of any combination of information, support, advocacy, referral, case planning, management, review and coordination.
- Coordinate with specialist youth housing providers to ensure young people have safe and appropriate accommodation and access to necessities, such as food, clothing, bedding, furniture and similar to ensure that they remain stable and supported in their accommodation
- Assist young people with mental health and wellbeing, including positive relationships
- Assist and encourage young people to re-engage/remain engaged in positive structured education, training or employment, including advocacy in relation to suspensions and exclusions where appropriate
- Assist young people to develop and reach their goals through a variety of interventions including mood management, goal-setting, self-esteem building, social skills development, development of living skills and positive role-modelling
- Encourage and assist young people to participate in pro-social recreational activities to assist them in structuring their time and developing pro-social peer networks
- When required, provide pathways for intervention and support for substance misuse issues and mental health issues
- Transition planning including provision of information, advice, active referral and linking to relevant services providers and diversionary activities to ensure young people have appropriate supports in place for longer term positive outcomes.

## 3.3 Organisational relationships

- Develop productive and collegial working relationships with IYS staff, students and volunteers and participate in organisational meetings, the annual general meeting, and other organisational training and meeting days and events, as requested.
- Develop positive working relationships with the partner organisations, and be responsible for day-to-day oversight of the externally based program staff.

## 3.4 General

- Ensure that the mission, policy, aims and objectives of the organisation are met, and operate in compliance with the IYS Code of Conduct, all organisational policies and procedures, and in compliance with IYS's contracted Service Agreement at all times
- Contribute to implementation and achievement of IYS's Strategic Plan, as appropriate
- Provide information to support reporting to the Board, and contribute to the organisation's Annual Report
- Supervise students, volunteers, and community service workers, when applicable
- Work with minimal supervision and manage one's own time and workload
- Undertake other duties as required to support the SWBSS team and IYS.

## 3.5 Working hours and conditions

- The **South West Bail Support Service Program Manager** is a full time role, working 76 hours per fortnight. Office hours are generally 9am – 5pm, with work occasionally required between 6am and 8pm or on the weekend. There may be a requirement for on call work. **Social, Community, Home Care and Disability Services Industry Award 2010** remuneration and TOIL arrangements will apply.
- The role will be initially based at 12 Sittella St, Inala office, with work from other IYS and partner organisation sites in Inala, Ipswich and Brisbane on occasion.
- IYS staff are entitled to leave in accordance with the above Award.
- As a Public Benevolent Institution, IYS is able to offer staff an optional salary packaging arrangement.
- IYS is committed to ongoing staff development and workers are encouraged to participate in relevant training and workshops through arrangement with their supervisor. The **South West Bail Support Service Program Manager** is provided with internal supervision by the CEO, and may also attend professional external supervision through our Employee Assistance Program.
- Agency vehicles are available for use during working hours. Mobile phone and computer will be provided.

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## **Mandatory (your application cannot be considered without these)**

- A Bachelor degree or higher qualification in Criminology, Psychology, Social Work, Human Services or other relevant discipline and a minimum of five years working in a relevant environment
- A minimum of 2 years' demonstrated experience working with young people at risk and/or involved in the youth justice system and an understanding of the issues and challenges in responding to their needs
- Demonstrated computer competence, particularly electronic client/case management and reporting.
- A clean "C" class current Driver's Licence
- Positive Working With Children Check ("Blue Card") or eligible to obtain one
- Three (3) relevant referees

## **Highly desirable (your application will be strengthened by having these)**

- Sound understanding of children's court and diversionary processes
- Possession of the following **attributes**:
  - Genuine enjoyment of working with young people to identify and work towards achievement of their goals and aspirations
  - Self-reflective and critical thinking skills
  - Personal drive, integrity and ethics
  - Inclusive, respectful, consultative and collaborative working attitude
  - Flexible, self-directing, accountable
  - Committed to a culture of ongoing learning and professional development for yourself and others

## **Selection Criteria: Please tell us how you have:**

1. Demonstrated experience in leading a team and supervising staff in a Team Leader, Team Coordinator, Manager or similar role, particularly in relation to a new program or project
2. Demonstrated high level oral communication and interpersonal skills, with respect to young people with complex needs, stakeholders and staff.
3. A solid theoretical and practical understanding of a range of evidence-based approaches to holistically engage, support and respond to young people in a client-led case management context, such as being trauma informed, cognitive behavioural techniques, motivational interviewing, emotional and mentoring support, holistic, family-based skill building and counselling etc.
4. Ability to respond quickly in a crisis situation and make appropriate decisions to ensure the safety of young people, yourself and others
5. Demonstrated cultural competency in relation to Aboriginal and Torres Strait Islander people (including a sound knowledge of the social justice issues that impact upon Indigenous young people in the youth justice system), and ideally positive connections to Ipswich and/or Inala Indigenous Elders/Community Leaders.
6. Demonstrated cultural competency in relation to culturally and linguistically diverse young people, LGBTIQ young people and young people with a disability.
7. Knowledge of, and experience in, the youth sector, including an understanding of court processes and bail and demonstrated understanding of the issues relevant to young people's interaction with the justice system and knowledge of referral pathways.
8. Ability to support and manage a continuous improvement model to further improve the service model and practical application of front-line staff.
9. Excellent record-keeping skills, including accurate and timely data collection and demonstrated experience in successfully meeting targets/performance outcomes/reporting requirements and ensuring implementation of the necessary systems to support success.

**People of the Aboriginal and Torres Strait Island nations are strongly encouraged to apply for this position.**