



Inspire Youth and Family Services Employment Package

Thank you for your interest in applying for a position with **Inspire Youth and Family Services (IYS)**. IYS is an equal opportunity employer and as such, the following information is provided to offer a fair and equitable recruitment process.

To be considered for the role you must provide all of the information requested, as detailed below.

About the Role

The **Position Description** is attached and should be read carefully as it details the context, responsibilities, tasks, mandatory requirements, desirable attributes and selection criteria for the position.

How to apply:

To be considered for this role, your application must include the following:

1. Completed Application Form *(pages 3 & 4 of this document)*

Please provide sufficient information to demonstrate that you meet the mandatory requirements for the position. Include the names, positions and telephone numbers of three relevant referees who can comment on your competency in regard to the selection criteria. Referees will only be contacted after an interview.

2. Cover letter *(no more than 2 pages)*

Please describe how you meet the mandatory qualifications and experience including your skills and attributes as they relate to the **selection criteria** detailed in the Position Description *(page 5 of this document)*.

4. Resume / curriculum vitae

Include work history and achievements, detailing relevant skills and experience, to demonstrate understanding of the role requirements as detailed in the position description *(pages 5-7 of this document)*.

Short-Listing Process

Advancement to the next stage of the selection process will be based on:

- how well you demonstrate your ability to follow these instructions,
- meet the position requirements, and
- address the selection criteria along with relevant information contained in your resume.

Short-listing will occur within one week of the closing date. Applicants may be contacted via phone to clarify their application if required to assist the shortlisting process. Shortlisted applicants will be contacted for an interview. If you have not been short-listed, you will not be contacted.

Interview Process

Shortlisted applicants will be invited to attend an interview with the selection panel.

The selection panel will ask you questions relevant to the position and allow you to expand on your written application. Each applicant will be asked the same questions, and may be asked to elaborate on specific relevant individual skills or experience in relation to these questions. A time limit will be set for the interview session.

Interview questions will be aimed at testing your knowledge, skills and attributes and may include scenarios. You should answer each question fully to demonstrate your ability to take on this role. Time will be allocated prior to the end of the interview for you to ask the panel questions about the role or the organisation.

You are welcome to bring samples of your work or other documents which will assist in demonstrating your skills and experience.

Following first round interviews, a second interview may be required.

Referee Checks

Referee checks are used to supplement the final selection decision. It is the responsibility of your referee to provide honest feedback about your knowledge, skills and abilities relevant to the selection criteria for the position. At least one referee should be your most recent supervisor. If you are not currently in the workforce, your referees should at least be in a position to comment on your abilities and recent performance as they relate to the selection criteria. If you have any concerns about the referee checking process, please raise them during your interview.

A reference from a recognised Indigenous Elder will be highly regarded.

Selection

If you are selected for the position you will be contacted by telephone and offered the position. Should you accept, a formal written offer of employment will be forwarded to you, including information detailing the terms and conditions of employment.

If you are not selected following interview, you will be advised of this by a member of the panel. Post-selection feedback will be provided upon request.

For further queries about the position please contact:	Lisa Evans, CEO
Phone:	07 3372 2655
Email:	ceo@iys.org.au

Applications close at 9am Monday 27th September 2021

Interviews to be held: the week of 11th October 2021.

Applications should be marked “Confidential – Business Manager” and made to the attention of:

‘Selection Panel’

Email your application to:	Or post to:	Or deliver to:
ceo@iys.org.au	PO Box 141, Inala 4077	79 Poinsettia Street, Inala

Application Form



Position Title:	Business Manager	Closing date:	9am Monday 27th September 2021	
Applicant:	Name:			
	Address:			
	Day time phone:		Mobile:	
	Email:			
Start date:	If the position was offered to you, when are you available to start work?		/ /	
Hourly rate Expectation:	The role attracts 17.5% annual leave loading, 10% superannuation contribution and the option of salary packaging up to \$15,900 per annum. Please provide your base hourly rate expectation:		\$ per hour	
Role requirements:				
Qualifications:	Relevant qualification/s achieved:			
Relevant Experience:	No. of years working in relevant business/operations management role:			
Driver's license:	Do you have a current clean Queensland drivers licence?	<input type="checkbox"/> YES	Please circle: Manual Auto	
		<input type="checkbox"/> NO		
Blue Card: You must hold a current Positive Notice Blue Card for Child Related Employment to work for our organisation.	Do you hold a current Positive Notice Blue Card for Child Related Employment?	<input type="checkbox"/> YES	Number:	
			Expiry date:	/ /
		<input type="checkbox"/> NO		
	If no, have you applied for a Blue Card?	<input type="checkbox"/> YES	Date lodged:	/ /
<input type="checkbox"/> NO				
Referees:	Please provide name, position, phone number and relationship to you, for three relevant referees:	1.		
		2.		
		3.		
Work eligibility:	<input type="checkbox"/> Australian citizen	<input type="checkbox"/> Australian resident		
	<input type="checkbox"/> New Zealand citizen	<input type="checkbox"/> New Zealand resident		
	<input type="checkbox"/> Current working visa:	Expiry date:	/ /	
	<input type="checkbox"/> Other visa:	Expiry date:	/ /	

Where did you find out about this position?	<input type="checkbox"/> SEEK	<input type="checkbox"/> QCOSS	<input type="checkbox"/> Ethical Jobs
	<input type="checkbox"/> Word of mouth	<input type="checkbox"/> Other:	
Equal employment opportunity / diversity information	Please indicate if you identify as belonging to any of the following groups (<i>completion of this section is voluntary and used for statistical purposes only</i>):		<input type="checkbox"/> People with a disability
			<input type="checkbox"/> Aboriginal people
			<input type="checkbox"/> Torres Strait Islander people
			<input type="checkbox"/> Maori or Pacific Islander people
			<input type="checkbox"/> Women
			<input type="checkbox"/> People from a non-English speaking background
Place of birth:	Town / City:		Date of birth: / /
	Country:		
Health:	The role requires you to be physically active, sit and work at a computer, lift office and event equipment/marquees etc. and drive. You may be exposed to emotionally upsetting situations. Is there anything that may prevent you from fulfilling these requirements or put you at risk of injury?	<input type="checkbox"/> YES If yes please provide additional information:	
		<input type="checkbox"/> NO	
<p>Authorisation and Understanding</p> <p>I authorise Inspire Youth and Family Services (IYS) to investigate my work history and verify all information given on within my application. These enquiries may include information as to my character, general reputation and personal characteristics. I consent to the conduct of such enquiries and to the consideration of any statements or references provided by former employers or others whom I have nominated as a referee in response to these enquiries. I authorise all individuals and employers whom I have named in my application, unless specifically limited by me in writing, to provide information requested about me, and I release them and IYS from liability and damages in providing this information. I understand and acknowledge that any misrepresentation, omission or incorrect statement of fact may result in rejection of my application or, if hired, immediate termination of employment. I understand that all information provided to IYS in relation to my application will be treated in the strictest confidence and will not be communicated to any third party without my consent.</p>			
Signature:		Date:	

Position Description



Position title	Business Manager
Location	Brisbane
Employment type & hours	Full time - 5 Days / 38 Hours/week (weekend and evening work occasionally required)
Salary and entitlements	Social, Community, Home Care and Disability Services Industry Award 2010 TPEO rate, plus access to salary sacrifice arrangements and 10% superannuation contribution.
Last review of PD	September 2021
Reporting relationships	Reports to the CEO Administration Support reports to the Business Manager
Qualifying period	6 months
Primary purpose of position	This position is responsible for overseeing the operations of IYS enabling the team to deliver best practice support & intervention services to vulnerable young people and their families.
SELECTION CRITERIA - Applicants are assessed against these selection criteria.	
Key Selection Criteria	<ol style="list-style-type: none"> 1. An understanding of, and commitment to, IYS's vision and objectives, and a desire to contribute to the outcomes we are seeking to achieve 2. Demonstrated ability to support CEO to deliver the business plan 3. Demonstrated ability to collaboratively seek process efficiencies, develop policies and procedures to ensure the highest quality standards are maintained 4. Well-developed knowledge of government programs and priorities, tender responses, grant writing and community services responses for vulnerable young people 5. Demonstrated effective verbal, written and interpersonal communication skills 6. Well-developed organisation skills with a demonstrated ability for effective time management, establishing priorities, procedures and guidelines 7. Experience in coaching and mentoring direct reports
Education and Qualifications, References	<ul style="list-style-type: none"> • A Bachelor degree or higher qualification in Business, Commerce, Marketing or Communications or related discipline • A current Positive Working With Children Check ("Blue Card") • Two relevant references
Skills and Experience	<ul style="list-style-type: none"> • Excellent organisational & leadership skills; ability to solve problems & be resourceful • Outstanding communication and interpersonal skills • Experience implementing diverse business processes and organisation plan • Excellent knowledge of MS Office, databases and information systems • Good understanding of WH&S and Industrial Relations requirements • Exceptional knowledge of quality standards and quality audit requirements
Attributes	<ul style="list-style-type: none"> • Flexible, self-directing, inclusive, respectful, ethical, accountable • Supportive, empathetic, collaborative, consultative • Ability to communicate upwards and downwards • Ability to build trusted relationships across the organisation



Position Description

KEY RESULT AREAS - Role and responsibilities	
Strategy and Sustainability	<ul style="list-style-type: none"> • Support the CEO in delivering the organisational strategy focussing on the operational aspects of the business plan • Monitor and evaluate business operations to ensure alignment with business strategy and to identify under and over performing areas of the service delivery model • Be accountable for developing systems, processes, policies and procedures that support the wider IYS team in efficient service delivery • Challenge the status quo and foster a culture of continuous improvement
People and Culture	<ul style="list-style-type: none"> • Provide responsive coaching, acting as a role model for direct reports and other team members • Periodically monitor and evaluate team member performance and development against established service delivery standards providing transparent and timely feedback on results; establish personal goals • Be responsible for end-to-end employee life-cycle management from onboarding to exit, performance reviews and maintaining HR records • Be familiar with Industrial Relations processes and requirements and manage incidents as they arise • Manage organisational change within a sound organisational change management framework ensuring new business processes, changes in organisational structure and cultural changes are effectively managed
Service Delivery	<ul style="list-style-type: none"> • Work collaboratively with the CEO to deliver the operational KPI's and objectives of the business plan; periodically assess company performance against objectives • Ensure that the company has the adequate and suitable resources to complete its activities (e.g. people, material, equipment etc.) and these are managed and used appropriately • Proactively take responsibility for IT systems management responding to changes in technology, systems and processes requirements • Develop a marketing plan which incorporates social media, community networks and stakeholder communications and encompasses brand and website management to reflect the "voice" of IYS and build its presence • Develop content for communications and marketing internally and externally seeking input from the IYS team with signoff from the CEO • Maintain quality standards throughout the business updating processes and procedures when necessary, communicating changes and educating the team • Responsible for strategic procurement for the organisation, maintaining relationships with partners/vendors/suppliers • Develop, in consultation with the IYS delivery team, policies and procedures that reflect the business needs of the organisation with the intent to achieve operational efficiency and effectiveness. Implement and provide training to the team • Update policies and procedures as required to reflect changes in the integrated service delivery model and new contracts, business or operating environments



Position Description

	<ul style="list-style-type: none"> • Develop, review, implement WH&S standards for the organisation ensuring standards and expectations are appropriately disseminated to all IYS staff; Workcover claims to be appropriately managed • Undertake periodic quality audits for the company and all programs as required by law and/or the funding contracts • Ensure Business Managers are setting and maintaining quality service delivery standards and implementing procedures to reflect best practice service delivery • Draft tender, EOI and grant responses for potential new contracts identified as strategic to organisational sustainability and growth of IYS; seek input from broader team and CEO where required; ensure accurate and timely lodgement
Reporting and Insights	<ul style="list-style-type: none"> • Complete quality audit reports as required and ensure lodgement by the designated deadline • Ensure WH&S reports are up to date and information appropriately disseminated to ensure all IYS staff fulfil WH&S requirements; Workcover claims to be managed • Contribute to Board reports and assist CEO in their timely preparation • Manage and produce information for management reports and communications supporting the CEO in communicating with internal and external stakeholders

This Position Description forms part of the performance management framework for the Business Manager position.