

YMCA of the Northern Territory Position Description

Position Title:	Youth and Community Services Manager
Position Location:	Katherine
Department:	Youth and Community Services
Reports To:	Executive Manager - Youth and Community Services
Direct Reports:	Youth Diversion Team Alternative Education Team (Indigenous Youth Program)

1. Introduction

The YMCAs of Australia are guided to achieve their Mission by the following Christian values:

- We value the whole person, consisting of a body, a mind and a spirit each of which is of equal importance.
- We value the dignity and intrinsic worth of all people regardless of age, gender, ethnicity, belief or other difference.
- We value diversity of people, communities and nations.
- We value equality of opportunity and justice for all people.
- We value healthy communities based on relationships between people which are characterised by love, understanding and mutual respect.
- We value acceptance of personal responsibility.

These core values translate into four key operation values that guide our work:

Honesty – Respect – Caring – Responsibility

2. Position Summary

The Youth and Community Services Manager is accountable for the effective operations of Youth and Community Services (YCS) division and provides quality expertise to the YCS team and YMCA Management. As the Senior Manager within the division, this role will form and establish programs, operating procedures and work practices to provide a range of structured programs, events, leadership development, opportunities and recreation activities, which involve young people residing in the local community.

3. Duties & Responsibilities

General Responsibilities

- Understand and work within the guidelines and professional standards of practice of YMCA's Safeguarding Children and Young People Policy and Code of Conduct
- Ensure compliance with all relevant WHS legislation and policies
- Take reasonable care for your own health and safety and for the health and safety of others
- Adhere to legislative occupational health and safety requirements and the 'YMCA Health and Safety Guidelines'
- Manage the Youth and Community Services with self-directed leadership and administration.

YMCA of the Northern Territory Position Description

- Supervise, coordinate, evaluate, monitor and establish positive work outcomes to produce effective team and individual performance.
- Develop and maintain strong professional relationships with staff, funding bodies, stakeholders, youth and the community.
- Actively engage in the wider community in the promotion and development of YMCA programs that profiles the mission and vision of the organisation.
- Network with stakeholders in particular with local schools and service providers, to develop partnership approaches to local needs
- Manage and lead specialised functions under a wide range of conditions to achieve results in line with the YMCA Youth & Community Services strategy, objectives, goals and funding outcomes including but not limited to:
 - Preparing organisational and funding body reports
 - Applying and submitting for proposals/applications for potential funding
 - Ensure all programs operate to budget
 - Attend relevant meetings, forums and trainings
 - Prepare, monitor and report the service business plan and strategic plan
- Exercise managerial responsibilities, involving the planning, direction, control and evaluation of operations which include providing analysis and interpretation for the services or potential projects
- Develop work practices and procedures for various projects that encourages competitive advantage
- Establish, deliver, maintain and report on effective outcomes
- Prepare, monitor and report on budgets, business plan and strategic plan that encourage positive response submissions for the organisation
- Actively apply for funding to support current and new programs that will benefit young people within varied communities
- Develop, implement and provide advice on effective operational policies and procedures
- Review operations to determine their effectiveness
- Control and co-ordinate professional field projects/programs within the organisation in accordance with organisational priorities and goals
- Exercise professional problem solving and effective communication
- Train, review and monitor staff and volunteers performances to ensure that YMCA policies and funding objectives are being met at all times
- Maintain and evaluate staff and volunteer performances to set a high standard of quality delivery and reporting
- Working as part of the team to deliver program outcomes
- Immediately respond to stakeholder and the general community needs and concerns, ensuring the quality of service provided meets standards and continually strives for improvement and competitive advantage

YMCA of the Northern Territory Position Description

4. *Working Relationships*

- Promote cultural diversity in the workplace, fostering collaborative and effective cross-cultural relationships with stakeholders and co-workers
- Build strong working relationships and communicate with all YMCA staff (including direct Managers and Supervisors), YMCA stakeholders and other external parties on a regular basis
- Coordinate and manage staff meetings on a regular basis

5. *Mandatory Conditions of Employment*

- Hold a current NT driver's licence
- Hold a valid Working with Children Card
- Complete YMCA Safeguarding Children and Young People training and refreshers
- Obtain a satisfactory Criminal History check

6. *Selection Criteria*

Mandatory:

- Extensive experience in youth, community, youth justice or similar community service sector
- Minimum 2 year management experience
- Diploma or degree in Community Services or related field
- Understanding of grant/funding processes, applications and reporting
- Ability to interact in a respectful and culturally appropriate manner with young people
- Ability to work with and have an understanding of working with Aboriginal and Torres Straight Islanders
- Sound communication skills such as negotiation, problem solving and conflict resolution techniques
- An understanding of the issues that impact on young people's ability to make positive life choices
- Commitment to supporting and working with families
- Ability to work autonomously as well as in a team environment
- Ability to plan, organise and develop programs and activities suitable for young people
- Comprehensive knowledge of policies and procedures with a particular focus on OH&S and Risk Management
- Established networks within the youth, community, youth justice, and/or recreation sectors
- Knowledge of YMCA operations values and mission

Preferred:

- Experience in delivering programs in remote communities
- Project Management experience
- 4WD competencies and experience
- LR drivers licence or willingness to obtain



***YMCA of the Northern Territory
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