








Ph: 07 3826 1500
 Email: yfs@yfs.org.au
Feedback line: 07 3826 1596
 PO Box 727 Woodridge Qld 4114
 www.yfs.org.au

Role description

Role title	Client Service Manager Housing and Homelessness
Team	Executive Leadership and Management Team
Location	Slacks Creek
Classification level	Contract
Reports to	Chief Executive Officer

Our Vision - Building independence and participation.

Our Purpose - YFS backs vulnerable people to overcome adversity and to thrive.

- Our Values** -
-  **Excellence** - we deliver high quality services and have high expectations
 -  **Integrity** - we act honestly and openly
 -  **Optimism** - we think and act with confidence about people and the future
 -  **Steadfastness** - we persist to overcome barriers and adversity with our clients
 -  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples.

The [YFS Cultural Framework](#) sets out our continuing commitment and the actions

we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive

YFS is committed to promoting a unified, harmonious, safe and inclusive community, and recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary purpose

Client Service Managers lead and manage program portfolios to deliver quality services to clients in accordance with the vision, purpose and values of YFS. As senior leaders of YFS, our Client Service Managers also contribute to the broader leadership and strategic development of the whole organisation.

The Client Service Manager (Housing and Homelessness) is responsible for leading and managing a complex and evolving group of programs focused on achieving a range of housing and homelessness related outcomes for our clients.

This role will drive the establishment and integration of both new and existing programs within YFS, build our relationships and partnerships across the housing and homelessness service system, and engage with sector and community stakeholders.

A key aspect of the role will involve mentoring and working alongside program managers and staff to integrate programs, manage change and complexity in an increasingly challenging housing environment, and work collaboratively across YFS programs.

Key accountabilities

Organisation purpose and values

- Lead and apply knowledge of community services and the individual, cultural and community context to service delivery.
- Understand the purpose and values of YFS and embed these in client services and staff management processes.
- Contribute to the planning and execution of YFS' strategic intent and priorities.
- Understand the social, financial and political environments in which YFS operates.
- Maintain an accurate overview of the changing needs of clients in the Logan region and the key trends for greater impact.

Leadership

- Build a high-performance culture congruent with YFS purpose and values that inspires and motivates staff.
- Lead collaboration across YFS services to improve service delivery outcomes for YFS clients.
- Model behaviour consistent with values and leadership expectations, including self-awareness and resilience.
- Contribute to the executive management meetings and forums and follow up actions.

Operational planning and execution

- Implement the YFS' Operational Plan's strategic priorities and achieve the KPIs in areas relevant to the Client Service Manager's role.
- Ensure that the planning and reporting of programs meet service contracts and legal obligations.
- Provide advanced practice level advice and guidance to the development and delivery of services.
- Ensure the quality management system and specific industry standards are implemented and maintained in accordance with the standard requirements.
- Contribute to the development and implementation of service evaluations; evidence-based practice; and client outcomes.

Client Service Excellence and Advocacy

- Lead client services that are effective in helping people achieve long term change and align with YFS' vision of building independence and participation.
- Understand the impact of legislation and practice frameworks and standards on work practices and recommend changes to policies and procedures to accommodate changes in external requirements.
- Promote an environment of innovation, research, creativity and continuous improvement in the development and delivery of evidence-based client services / outcomes.

- Facilitate organisational advocacy and lobbying strategies that identify and address service needs and improvements in clients' lives.

People management

- Supervise and mentor direct reports and ensure contemporary human resource practices including recruitment, induction, supervision, performance management, professional development and learning are being applied across the service cluster.
- Lead a reflective practice approach across the service cluster teams.
- Work in partnership with YFS Human Resources personnel and Executive Management to develop a mobile and professional workforce that succeeds in a dynamic environment.

External Relationships

- Develop and maintain strategic relationships and partnerships that contribute to YFS' ongoing viability, community reputation and the provision of quality services.
- Cultivate positive relationships with community, government and business leaders and contribute to the development of across agency collaborative initiatives and projects.

Finance and resource management

- Contribute to the preparation of budgets and ongoing management of service cluster finances in accordance with the YFS overall budget plan and funding body requirements.
- Ensure assets are used in accord with organisational policies and procedures.

Risk management and workplace health and safety

- Identify current and emerging risks, undertake risk assessments utilising the YFS's risk assessment and risk management frameworks, develop contingency plans and implement swift correct action within scope of work or escalate risks to minimise or avoid negative consequences.
- Manage Workplace Health and Safety practices in accord with legislation, YFS policy, procedures and standards.
- Work within the standards and principles of a Child Safe Organisation.

Business systems and reporting

- Ensure client and staff planning, reporting, documentation and record keeping requirements across the service cluster are efficiently dealt with using available technology and in line with YFS organisational requirements.
- Prepare reports for the CEO and executive management team using professional skills and experience.

Cultural respect

- Ensure service planning and delivery recognises the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience.
- Oversee the delivery of cluster services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential.
- 3+ years of demonstrated experience and expertise in effective operational management of client service programs and projects within the community services sector, with a sound working knowledge of underpinning professional practice standards, theories, and frameworks. Experience in housing and homelessness is a strong advantage.
- Evidence of professional development or qualifications in leadership and management areas.

Knowledge and experience specific to the role

- Strong people management and leadership skills with the demonstrated ability to engage, support and develop teams; lead through change; risk, and safety; and role model organisational values and standards. This also includes leading, managing, developing and supporting staff and resolution of organisational related issues.
- Excellent interpersonal communication skills, including experience in working with diverse and vulnerable clients, de-escalation, and critical incident management.
- A strong track record of effectively engaging with a wide range of stakeholders including clients, colleagues, community organisations, funders, government bodies and the wider community. This includes the ability to build and maintain positive relationships and partnering arrangements, providing advice, and negotiating contracts.
- Experience in managing multiple contracts and relationships with funding bodies (including state, federal and philanthropic), including monitoring, managing, and reporting against contracted benchmarks and performance standards.
- Ability to develop complex relational practice and person-centred tools and processes; undertake service planning and make recommendations regarding improvements thorough knowledge of contemporary and strengths-based approaches to supporting people to thrive and achieve their potential.
- Knowledge and application of risk management and quality management frameworks and processes with demonstrated experience in their application to enhance the delivery of client services.
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively and manage competing demands and priorities.

Additional skills and experience

- Excellent written communication skills to write concise and accurate reports.
- Demonstrated oral and written communication skills together with the ability to interact effectively with a diverse range of people and to maintain confidentiality.
- Demonstrated ability to prepare comprehensive reports for senior management using specialist/advanced communication and computer literacy skills and experience.

Other role requirements:

- Current Queensland C Class driver's license
- Current Positive Notice Blue Card
- Current National Police Check

Additional information

- Note: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All people employed by YFS are required to observe its policies and procedures.
 - Employment in the position will be subject to an annual Performance Plan and Review, with initial appointment subject to a probationary period of five months.
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Portfolio Scope

Programs and projects managed within the Housing and Homelessness portfolio are summarised on our [website](#) and included in the attached brochure.