

Position Description

Team Leader - UHM (CMY100)

Part-Time / Ongoing

Part-time Fixed Term

Salary and conditions

Base salary SCHADS level 6 plus:

- Salary Packaging - provides up to \$15,900 tax free
- Pay rise of approximately 4% per annum
- Generous entitlements including cultural leave options and flexible work arrangements.

Award / Certified Agreement

Social, Community, Home care and Disabilities Award 2010 and CMY Collective Agreement 2015-2018 and any replacement agreements

Reports To

Manager Youth Support

The Centre for Multicultural Youth (CMY) is a Victorian not-for-profit organisation supporting young people from migrant and refugee backgrounds to build better lives in Australia.

Through a combination of specialist support services, training and consultancy, knowledge sharing and advocacy, CMY works to remove the barriers young people face as they make Australia their home. All CMY staff take an active role in organisational planning and quality improvement. It is a responsibility of all staff to represent CMY as a caring, professional and client-focussed organisation and promote its range of programs and services.

Program Area

CMY's **Youth Support team** provides direct assistance to young people and their families in a number of settings including schools, sport and recreation centres, TAFEs and community hubs. We use a combination of outreach, one-to-one specialist case management and group work to support and empower 'at risk' young people to overcome issues, connect to community and settle well in Australia. We offer them tools, linkages and pathways that support them to overcome a range of barriers as they settle in Australia.

Position Summary

The Team Leader – UHM is responsible for overseeing the delivery of the UHM Programme. The UHM Programme provides home based care and case support for young people with high and complex needs to further their successful settlement to Australia. The young people in this program are housed in properties rented by CMY and supported by the House Supervisor and the Community Support Workers (CSWs) who provide care outside of school hours including Sleep Over shifts and weekend work, as required.

Accountabilities

- Ensure high quality service delivery of the UHM Programme.
- Supervision of the UHM Programme staff, including Multicultural Youth Workers, House Supervisor and Community Support Workers.
- Ensure UHM Programme staff are operating in line with programme guidelines.
- Oversee complex case management, including case-planning and case review.
- Ensure the maintenance of appropriate case notes/records and reporting requirements. Ensuring compliance with relevant legislation and, where appropriate, maintain case studies documents.

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- Oversee the management and functioning of the UHM residential properties
- Practise in a manner that is sensitive to the needs of young people with a refugee background.
- Abide by the policies and procedures of CMY and operate within the Code of Conduct.
- Perform all tasks in line with CMY values of Participation, Diversity and Human rights.
- Consistent with the strategic directions of CMY carry out all other duties as directed.

Key Selection Criteria

1. Tertiary qualifications in a relevant discipline (ie social work, youth work, community development) and/or extensive experience in the refugee and/or youth sector.
2. Demonstrated experience in leading a residential based youth support service.
3. Demonstrated experience leading and motivating a team, providing supervision and ensuring high quality service delivery.
4. Demonstrated knowledge and experience of managing complex case loads and high level knowledge of case work processes.
5. Demonstrated understanding of the complexity of issues affecting vulnerable refugee young people.
6. Sound understanding of community development processes and knowledge of support services.
7. Demonstrated ability to manage multiple tasks, critical incident management and the ability to effectively prioritise.

Additional Information

- CMY takes Child Safety seriously and short listed candidates are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. These include but are not limited to Police Record and Working with Child Checks, and child safety focused referee checks.
- CMY is an Equal Opportunity Employer.
- This position is based in South-East Melbourne, but involves work across Metropolitan Melbourne. The employee may be required to work across other sites from time to time and to change sites.
- In the context of Occupational Health and Safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.
- A current driver's license is required.
- This role at times may require a capacity to work flexible hours. There may be a requirement to work weekends, after hours and undertake overnight travel.

I have read, understood and accept the above position description

Employee Name

Employee Signature Date / /

Manager Name

Manager Signature Date / /