

Position Title: Team Leader Street Surfer Bus

Directorate: City Life

Department: Community Support

Unit: Youth Services

Classification: Band 6

Position Objective

- Provide leadership and direction to the Wyndham Street Surfer Bus mobile outreach team, holding responsibility for the day to day operations ensuring that it builds capacity and resilience in young people, creates opportunities for participation and connection
- To facilitate and maximise opportunities for young people and their families to engage with Youth related programs and services.

Key Responsibilities

- Lead and contribute to the delivery of the Wyndham Street Surfer Bus, to aid in the delivery of additional and after-hours services to young people in growth areas where currently built youth infrastructure is not readily available.
- Provide active and effective leadership, support and supervision for direct reports and across the Unit to operate as an effective team to achieve targeted objectives, aligned with organisational values.
- Drive and coordinate the delivery of high quality, effective and efficient services, activities, events and projects including, but not limited to leadership groups, programs, events and services that encourage and support young people and the community using a community engagement and youth participation approach.
- Develop and establish collaborative relationships with key stakeholders (at local, regional and state levels) to enhance service coordination in a place based manner and ensure that young peoples needs are met in an effective and timely manner.
- Develop, implement and participate in community engagement activities with the express view of service promotion
- Contribute to design and continuous improvement of place-based Youth Services programs and services to ensure they are flexible and responsive and are consistent with the departments integrated service delivery principles, and the principles of a family centered practice.
- Ensure health and safety communications, systems and processes associated with the Street Surfer Bus are maintained and that there is ongoing advice, guidance and communication to effectively promote to team (including but not limited to; after hours work, OHS requirements).
- Maintain best practice in accordance with relevant legislation, including the Charter of Human Rights and Responsibilities Act, Equal Opportunities Act, Anti-Discrimination Act, UNHCR

Charter of Human Rights, Privacy Information Act, Health Records Act, and the Children's Youth and Family Act, YACVic Code of Ethical Practices, Child Safe Standards, and policies of Council and procedures of the Youth Services Team.

- Carry out other duties commensurate with skills and abilities as deemed reasonable and appropriate to the role as directed from time to time.
- Risk Management
 - Accountable for the implementation and maintenance of sound risk management within the areas of responsibility and in accordance Wyndham's Risk Management Policy. Create an environment where managing risk is accepted as the personal responsibility of each employee.

Accountability and Extent of Authority

- Directly supervise the members of the Street Surfer Bus team and manage the operations, including facility management of the vehicle, budgets relevant to operations and external funding agreements.
- Provide specialist support, advice and relevant information to external stakeholders, council departments and staff members on matters relating to area of youth practice.
- Planning, implementing and reporting on programs and services, including resource management.
- Operational management of externally funded contracts and services, exercising the authority to provide direction and specialist advice.
- Establish and monitor evaluation procedures, monitor evaluation data and make recommendations regarding the provision of programs and service related to the Street Surfer Bus.
- Ensure incident reporting and vehicle regulations meets statutory and organisations timelines, regulations, procedures and where required corrective measures are followed up and undertaken.
- Work closely with the Youth Services team to develop targeted programs that meet community needs aligned to Council's strategic direction.
- The freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.
- The freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken in this Band on individual clients may be significant, but it is usually subject to appeal or review by more senior employees.
- Provide formal input into policy development within their area of expertise.

Judgement and Decision Making

- Exercise independent judgement and delegated authority and policy, regulation and legislative requirements, seeking support or advice as required.
- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations.
- Make recommendations for changes, new initiatives or improvements to existing programs and services.

- Make decisions about appropriate referral, advocacy and information provision to support young people, their families and communities seeking assistance from Youth Services. Provide secondary consultation to agencies and organisations.
- Problem solving to determine emergency response decisions
- Guidance and advice are usually available.

Specialist Skills and Knowledge

- Require proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices.
- Sound contemporary knowledge and understanding of young people and strength based practice, and experience in management of youth services delivery, including planning, continuous improvement and evaluation.
- Advanced skills in leadership of staff members engaging and working with young people with complex issues, (Including mental health, substance use, disengagement, ranging from outreach, advocacy, information provision, assessment and referral to tertiary based services.
- Extensive experience in staff and team management, with well developed strategies for team development, motivation, supervision and managing people in dynamic and changing environments.
- Proficiency in the application of standardised procedures, practices, Acts and Regulations and an understanding of related legislation
- Understanding of the long term goals of the function of the unit in which the position is placed, including relevant policies, regulations and precedents of both unit and wider organisation.
- Demonstrated skill in facilitating culturally respectful community consultation processes which reflects a collaborative approach to youth participation and a knowledge of community development
- Proficiency in the management of resources and facilities, including assisting fleet services with maintaining detailed records of vehicle servicing, inspections, and scheduling regular vehicle maintenance to ensure operational efficiency, amongst other duties.
- Familiarity with relevant budgeting techniques and financial management reporting.
- Submission writing and program development skills and experience

Management Skills

- Foster and inspire a culture of professionalism, equality, team work, accountability and innovation amongst all staff and volunteers within areas of supervision and across the unit aligned with department and organisational values.
- Require skills in managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- The ability to manage emergency response conditions, within the scope of the Street Surfer Bus teams duties.
- Requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, recruitment, occupational health and safety and employees development.
- Experience in project management and contract management

Interpersonal Skills

- Ability to gain co-operation and assistance from stakeholders, community and other employees in the administration of defined activities and in the supervision of other employees.
- Strong capacity to build relationships and capacity of community groups and organisations, building on an asset based approach with the community.
- Highly developed engagement and communication skills with young people from a range of backgrounds and age groups, including the ability to model appropriate behaviours and motivate young people.
- Ability to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.
- High level of self-motivation with the ability to work autonomously and effectively within a team environment
- Well-developed oral and written communication skills enabling professional communication with a broad range of people.
- Ability to operate in a continuous improvement environment and implement/address change.

Qualifications and Experience

- Degree qualification in Youth Work, Community Development, Social Work or a related discipline and relevant experience in the generalist Youth Sector or lesser formal qualification and substantial relevant experience in the Youth sector as a practitioner.
- Substantial experience in working directly and collaboratively with young people, volunteers and community organisations in the delivery of programs for young people.
- Demonstrated experience in developing and maintaining strategic partnerships and stakeholder relationships.
- Demonstrated experience and understanding of engagement issues related to youth.
- Demonstrated experience in facility management, and supervising and leading a team in a complex environment.
- Demonstrated experience in project management, coordination and leadership skills.
- Highly effective communication and teamwork skills, and computer literacy.
- Capacity and willingness to work flexible hours, including after hours and weekends
- Experience working remotely and in a small dedicated team

Inherent Physical Requirements of Position

This section lists the demands and work environment more often than not in order to perform the essential functions of the position: **Team Leader Street Surfer Bus**

Task	Description
Office Duties	<ul style="list-style-type: none">- Ability to undertake general office based tasks within an agile office environment- Sitting at a workstation on an adjustable office chair, general office based work, using a computer for up to one hour at a time, followed by a break.

Standing/Walking	<ul style="list-style-type: none"> - Predominantly a standing role with limited opportunity to sit when working - Required to walk on sites, possibly on uneven surfaces - Click here to choose an item.
Driving	<ul style="list-style-type: none"> - Required to drive private or Council owned vehicle - Required to move in and out of a Council owned vehicle/machinery on a regular basis. - Click here to choose an item.
Commuting	<ul style="list-style-type: none"> - Required to travel within the Municipality to undertake Council business (as required)
Carrying/Lifting	<ul style="list-style-type: none"> - May need to lift up to 20 kgs
Bending/Stooping & Reaching	<ul style="list-style-type: none"> - Required to bend and reach on a regular basis
Kneeling/ Squatting	<ul style="list-style-type: none"> - Required to kneel and/or squat occasionally
Work Environment	<ul style="list-style-type: none"> - Exposure to varied weather (UV rays, rain) - Exposure to uneven surfaces - Open to elements - Exposure to moving mechanical parts - Exposure to noise - Working around traffic
Other:	<ul style="list-style-type: none"> - Required to hold and maintain Heavy Vehicle Bus License and drive coach on regular basis

Other Relevant Information

- Applicants are required to hold a current Working with Children's Check
- Appointment is subject to a satisfactory completion of a police check and can be requested from time to time.
- Applicants to hold or obtain a current First Aid Certificate – level 2.
- Applicants must have availability to work after hours and weekends on a rotating roster to support the delivery of additional and afterhours services.
- Applicants must have a current Victorian Driver's license, access to their own vehicle and be prepared to drive to out posted venues.
- The position is autonomous and is often unsupervised at out-posted locations and venues. There will be support provided by the Service Lead Connections and Quality on call.
- Applicants with a Heavy Rigid license will be preferred, however, obtaining a Heavy Rigid License is mandatory for this position

Key Selection Criteria

- Degree qualification in Youth Work, Community Development, Social Work or a related discipline and relevant experience in the generalist Youth Sector or lesser formal qualification and substantial relevant experience in the Youth sector as a practitioner.

- Substantial experience in working directly and collaboratively with young people, volunteers and community organisations in the delivery of programs for young people.
 - Demonstrated experience in developing and maintaining strategic partnerships and stakeholder relationships.
 - Demonstrated experience and understanding of engagement issues related to youth.
 - Demonstrated experience in facility management, and supervising and leading a team in a complex environment.
 - Demonstrated experience in project management, coordination and leadership skills.
 - Highly effective communication and teamwork skills, and computer literacy.
 - Capacity and willingness to work flexible hours, including after hours and weekends
 - Experience working remotely and in a small dedicated team
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<i>People Services – Internal Use Only</i>	
<i>Position Number(s):</i>	<i>204099</i>
<i>PD Current as at:</i>	<i>16 December 2021</i>