



Title	Manager – Financial and Connect Hub
Classification	Level 6

PRIMARY PURPOSE OF THE POSITION

The Manager - Financial and Connect Hub will be responsible for:

- Managing the triage and first response through YFS Connect, and
- Managing appointment based support through:
 - Money Smart financial capability;
 - Home energy use information and support; and
 - Financial Counselling, including problem gambling.

The Manager Financial and Connect Hub will provide operational supervision to staff and plan and deliver direct client services in accordance with agreed outcomes determined by quality and professional standards, and legislative and funding requirements. In addition, the role will contribute to the leadership and development of the organisation.

The team is newly brought together under one structure, and key documentation to provide clarity on who does what in the team, and how to integrate with other services in YFS will be a priority for development. This will improve the range of options to address the needs of people who are engaged with YFS because of issues such as poverty and structurally caused disadvantage, domestic economic abuse, civil legal issues, homeless and housing instability.

Services to clients are in accordance with the purpose and values of YFS and the relevant Programs Logic and operational manuals.

Key outcomes associated with the position include:

- Building a cohesive multi-disciplinary team
- Planning, implementing and monitoring business changes to develop the YFS Financial and Connect Hub
- Enhanced external stakeholder relationships to improve options for clients
- Meeting agreed program outcomes
- High quality service delivery in the areas of triage, assessment and referral; financial capability; and financial counselling.
- Accurate and timely reports
- Compliance with organisational policy, procedures and quality improvement
- Supervising staff in day to day operations; undertaking effective staff performance management; supporting staff development
- Contribution to the development of the organisation
- Working with the limitations of the delegations and seeking direction when appropriate.

KEY COMPETENCIES

1. Leadership and Organisational Values:

- Demonstrated capability, to lead, manage and support a performance focused team guided by shared vision, values and direction
- Demonstrated high level interpersonal skills applicable to managing, developing and supporting staff; the resolution of organisational issues; providing advice; and negotiating of contracts

- High level time management skills including the ability to prioritise, plan, organise and manage competing demands
- Ability to exercise initiative and judgement in situations where practices and direction may not be clearly defined
- Apply Professional Practice Standards – working within the Human Services Quality Framework for the whole team, and ensuring Financial Counsellors maintain their professional accreditation.

2. Client Service Delivery:

- Demonstrated experience and skills to achieve exceptional client outcomes
- Comprehensive knowledge and demonstrated experience in program and team development, and social justice issues.
- Ability to relate to clients and their families from diverse cultural and socio-economic backgrounds.

3. Quality Management and Compliance:

- Demonstrate leadership and commitment with respect to the quality management system
- Participate in program service evaluations and organisational reviews
- High level written communication skills to ensure accurate and timely compliance reports are of a standard that builds the reputation of the YFS organisation.
- Ensure relevant accreditation, licensing professional indemnity insurance provisions are met

4. Resource Management:

- Demonstrated experience in a supervisory role that provides day to day management of team members and builds a high performance team culture
- A commitment to professional growth and development.

5. Program Specific:

- Ensure community members receive an appropriate and seamless client experience through the YFS Hub, from Connect to other internal and external services, appropriate to identified needs.
- Knowledge in the recognition and application of effective risk management and duty of care requirements, to support the organisation to adequately address vulnerability and challenges as they arise, such as child safety, family violence, and impaired decision-making.
- Ensure training requirements appropriate for financial counsellors, financial capability workers and Connect workers are identified and met.

REPORTING RELATIONSHIPS

Position title of direct supervisor:

- The position reports directly to the Client Service Manager.

Titles of positions that report to this position:

- Program specific staff.

Significant internal relationships:

- YFS Legal Service
- Corporate services.

EXTENT OF AUTHORITY

Authorities and delegations are outlined in the YFS delegations document.

REQUIREMENTS OF THE POSITION

Qualifications:

- Relevant tertiary qualifications (minimum 3 year bachelor degree) or recognition of prior learning
- Well-developed computer literacy skills including database applications
- Current Queensland C Class driver's license
- Current First Aid Certificate, or ability to obtain
- Current Positive Notice Blue Card and Disability Services Yellow Card Exemption Notice, or ability to obtain.

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.