



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           | Senior Worker Client Services |
| Team                 | Property and Tenancy          |
| Location             | Slacks Creek                  |
| Classification Level | 5                             |
| Reports to           | Business Operations Manager   |

## OUR VISION AND 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



### Building independence and participation.

YFS is a not for profit organisation that backs vulnerable people in the Logan and surrounding area to overcome adversity and to thrive.

Since 1983 we have been building people's capacity to live independently and participate in our local community through a range of initiatives and services. These include social enterprises that build employment prospects, programs that help homeless people get into long-term housing and initiatives to reduce the prevalence of domestic and family violence.

### Vision for Reconciliation

YFS' vision for reconciliation with Aboriginal and Torres Strait Islander peoples is to develop and provide services based on respect and understanding. YFS acknowledges the past and works to build independence, participation and closing the unacceptable gap between Aboriginal and Torres Strait Islander and other Australian's health and wellbeing. - *YFS Reconciliation Plan (102161)*

## Primary Purpose

The Senior Worker leads and manages a small team to deliver client services under an agreement with a funding agency ensuring service outcomes, legal and compliance obligations are met.

## Key Accountabilities

### Service Delivery

- Ensure client services are provided in accordance with service contract, legislative and YFS service delivery standards, including ISO requirements and deliver quality, accessible and flexible services to clients in accordance with YFS's strategic direction and values
- Ensure team-based service and project plans are developed, implemented and monitored and employ a continuous improvement approach.

---

### External Relationships

- Represent YFS at identified inter-agency networks, community consultations and forums
- Work with external stakeholders, partners and service providers to integrate and improve service delivery
- Promote YFS and your service within the community. Build and maintain positive, respectful stakeholder relationships.

---

### Leadership and Values

- Actively support change and take a lead role in promoting YFS values and culture within the workplace.
- Actively participate in and contribute to YFS leadership and management initiatives
- Alignment of operational and individual work plans with YFS strategic plan.

---

### Teamwork and Collaboration

- Contribute to the development of a cohesive team environment by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.

---

### Professional Accountability

- Demonstrate and expect from others a commitment to professionalism including quality, financial, service delivery, and duty of care with clients
- Ensure work within the team is undertaken in accordance with team standards, YFS policies, protocols and procedures, including workplace health and safety, risk management and relevant legislative requirements
- Effective management of people (eg. operational HR, team performance management, professional and career development); management of service budgets, and asset management and maintenance

---

### Problem Solving and Decision Making

- Identify and resolve problems, contribute to improving working processes and procedures to improve service delivery to clients.

---

### Administration

- Ensure all documentation, reporting and business administration activities undertaken by the team are completed accurately, in a timely manner and meet compliance obligations using YFS systems and procedures, including document management and record keeping.

## Cultural Respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds

## Relevant skills, knowledge and experience

Demonstrated capability to lead, manage, support, coach, and develop individual and team performance and resolve staffing issues.

Demonstrated ability to plan, oversight, monitor, evaluate and report on service delivery activities and to ensure services comply with service agreements and legal obligations. Ability to manage budgets for service delivery activities and agreements.

A thorough and practical working knowledge of child, youth and family practice standards and child-safety practices relevant to the provision of case management services. This includes person-centred principles, strengths-based approaches, recognising individual, cultural and community contexts, and the ability to apply this knowledge in the design and delivery of services.

Well-developed interpersonal communication skills to engage with a wide range of stakeholders including service consumers, community organisations, government bodies and the wider community including relating to people from diverse cultural and socio-economic backgrounds.

Well-developed written communication skills to write correspondence and prepare reports, including reports for funding agencies.

Team working skills with the ability to foster a productive and harmonious team working environment.

Relevant tertiary qualifications (minimum three-year Bachelor degree) are highly desirable (or an equivalent level of qualifications and experience).

Demonstrated computer literacy including use of database applications (or the ability to quickly acquire these skills)

Where required for practice, registration with relevant professional body and evidence of regular professional development.

---

## Other role requirements:

- *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*



Ph: 07 3826 1500  
Email: [yfs@yfs.org.au](mailto:yfs@yfs.org.au)  
**Feedback line: 07 3826 1596**  
PO Box 727 Woodridge Qld 4114  
[www.yfs.org.au](http://www.yfs.org.au)

## ATTACHMENT

|                      |                                    |
|----------------------|------------------------------------|
| Role Title           | Senior Worker                      |
| Team                 | Property & Tenancy                 |
| Location             | Slacks Creek                       |
| Classification Level | 5                                  |
| Reports to           | <i>Business Operations Manager</i> |

### Additional Accountabilities

- Establish tenancy agreements with new tenants.
- Liaise and negotiate with tenants regarding requests for an amendment to tenancy agreement, including rent reviews.
- Maintain accurate rent and maintenance records systems and maintain tenancy files and records in accord with YFS policy and procedures.
- Cyclical and responsive maintenance systems are in place, cost effective and responsive.
- Ensure Centrelink guidelines and the Privacy Act 1988 is complied with when accessing tenant information and administering Centrepay payments.
- Rent and arrears are managed to ensure tenants are assisted to maintain tenancies and financial risk is minimised.
- Liaise with support workers regarding the support needs of tenants and potential tenants (with consent).
- Comply with the due legal process in all tenancy management matters in accord with relevant legislation.
- Coordinate response and initiate action in response to immediate and minor maintenance and cleaning needs, ensuring all work orders are authorised.
- Ensure asset management and fire safety plans are in place for properties.
- Ensure property records and related information is current and secure.
- Documentation and reporting of all the above.
- Deliver services that portray YFS as a positive professional organisation within the Logan community
- Tenancies are managed in accord with program guidelines, the Operational Manual and YFS policy and procedures.

- Programs are managed in accord of the National Community Housing Standards and DHPW program guidelines, and to budget.
- Relevant legislation within and including the Residential Tenancies and Rooming Accommodation Act 2008 (RTRA Act 2008), Work Health and Safety Act (2011), Building and Fire Safety Regulation (2008), Housing Act (2003), and local council by-laws are actively observed.
- Contribute to the process and maintenance of accreditation with the National Regulatory System Community Housing and ISO 9001 Quality management system standards.
- Apply and use the YFS information kit for tenants and potential tenants.
- Contribute to the development and review of the YFS Property & Tenancy management policy and procedures