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Role description

Role title	Client Service Manager Housing and Financial Capability
Team	Executive Leadership and Management Team
Location	Slacks Creek
Classification level	8
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.

Primary Purpose

YFS 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 Financial Capability) is responsible for leading and managing a complex and evolving group of programs focused on achieving a range of housing and financial resilience 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 hardship 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

Leadership

- Lead client services to be effective in helping vulnerable people achieve long-term change and align with YFS' vision of building independence and participation.
- Promote, model, and contribute to the organisation's strategy, values, and Theory of Change, and guide the application of YFS policies and procedures across all work practices.
- Demonstrate both practical and inspiring leadership behaviours - including approachability; responsiveness; honesty; self-awareness; and resilience - to foster confidence, inspire and motivate staff, and build a positive [high performance] workplace culture.
- Work flexibly and collaboratively to contribute to everyday/routine executive leadership and management of YFS.

Teamwork and Integration

- Foster a supportive, reflective, and inspiring workplace culture to build capacity and motivate team members to deliver high quality, integrated, and flexible services.
- Work with other Executive, Client Service and Line Managers to lead teams towards working collaboratively and bringing services together around clients.
- Lead and manage change and support teams to understand and navigate complex and dynamic environments.

Planning and Delivery

- Foster an environment of innovation, research, creativity and continuous improvement in the development and delivery of integrated and evidence-based client services.
- Use accurate and timely data – including knowledge of the sector, broader social and political context, and changing client needs - to inform program/project design, planning, and delivery, and guide day-to-day strategic decision making.
- Maintain and use reporting and evaluation data to monitor program/project achievements and service quality against legal and contracted requirements, industry standards and organisational goals.
- Provide advanced level guidance, problem solving and practical support to meet contracted program requirements and achieve program/project/organisational goals.

Staff and Stakeholder Relationships

- Supervise and mentor direct reports (program line managers), fostering management and leadership capacity across the service cluster
- Work in partnership with HR and executive management to support and develop a flexible and professional workforce that succeeds in a dynamic and collaborative environment
- 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.
- Provide leadership into organisational advocacy and influencing strategies that identify and address service needs and improvements in our client's lives

Finance, Resource & Risk Management

- Contribute to the preparation of budgets and ongoing appropriate management of financial and other resources in accordance with YFS's business plan and budgets and funding bodies' requirements; take swift corrective action when necessary
- Undertake work in accordance with team standards, YFS policies, protocols, and procedures, including workplace health and safety, risk management and relevant legislative requirements.
- 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
- Maintain records and documentation in line with YFS business administration, document management and record keeping procedures.

Cultural Respect

- Oversee the delivery of programs that are person and community centred for diverse cultural and social backgrounds.
- Ensure service planning and delivery recognises the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience and reflects YFS's First Nations Cultural Framework.

Relevant Skills, Knowledge and Experience

- 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, homelessness, and emergency relief is a strong advantage.
- Strong people management and leadership skills with the demonstrated ability to engage, support and develop teams; lead through change; manage conflict, risk, and safety; and role model organisational values and standards.
- 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.
- 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.
- A 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.
- Excellent written communication skills to write concise and accurate reports.
- Relevant tertiary qualifications (minimum three-year Bachelor degree).

Other role requirements:

- Current Queensland C Class driver's license
- Current First Aid Certificate, or ability to obtain
- 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.

Portfolio Scope

Programs and projects managed within the Housing and Financial Capability portfolio include:

Housing 1st (established program with Program Manager in place)

- Housing and homelessness short term case management
- Crisis housing property and tenancy management (14 properties)

YFS Connect & Capabilities Hub (established program with Program Manager and Senior Worker in place)

- Emergency relief contract
- Money Smart – financial capabilities and financial literacy
- Financial Counselling & Home Energy Community Education

Home & Healthy (new contract/partnership with Brisbane South PHN, Program Lead currently being recruited)

- Psychosocial support for people with complex mental health and homelessness

Advance to Zero (new contract/partnership with Micah. Project Lead in place, reporting directly to CEO)

- Homelessness triage and data collection tool
- Governance group member

Logan Emergency Relief Network (established external regional network)

- CSM undertakes role as subcommittee facilitator and meeting chair.