








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	Community Engagement Lead – Logan Zero Project
Team	Logan City
Location	Slacks Creek
Classification level	5
Reports to	Program Manager – Homelessness Outreach

Our Vision - Building independence and participation.

Our Purpose - YFS backs 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.

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary purpose

The Community Engagement Lead drives the implementation of Logan Zero project. This place-based leadership role entails engagement with Logan stakeholders; demonstration of a commitment to ending homelessness; and capacity to use Logan data to inform service system improvements and advocate for change needed to fill gaps in services.

Key accountabilities

Organisation purpose and values

- Apply knowledge of community services and the individual, cultural and community context to service delivery
- Understand the purpose and values of YFS and embed these in client services and staff management processes
- Contribute to the execution of YFS' strategic intent and priorities.

Leadership

- Contribute to leading and influencing a positive workplace culture and the development and maintenance of a cohesive and well-functioning team
- Initiate collaboration with other YFS services to improve service delivery outcomes for YFS clients
- Model behaviour consistent with values and leadership expectations, including self-awareness and resilience
- Contribute to middle management meetings and forums and follow up actions when required.

Operational planning and execution

- Assist in developing accurate, timely data, analysis and reports, including compliance reports, to meet service contract and legal obligations
- Contribute to the planning of programs and projects, and overseeing the day-to-day implementation of operations in accord with relevant program logic and practice frameworks
- Support the Implementation and monitoring of team operational manuals compliant with YFS service delivery standards (including ISO); client satisfaction and client complaint processes; and consistent with a continuous improvement approach
- Participate in program service evaluations and organisational reviews; implement recommendations and monitor the achievement of client outcomes.

Service delivery

- Engage, work with and train Logan agencies to know the people who are homeless by name as well as their needs.
- Work with Logan agencies to produce quality data through the VI-SPDAT and AtoZ Database to track progress in successfully housing people.
- Drive collaborative and data driven continuous improvement activities.
- Engage with people with a lived experience of homelessness to inform the Logan efforts to end homelessness.
- Communicate broadly progress, barriers and needs to progress service improvements and resources.
- Lead advocacy efforts to improve the service system.
- Develop and manage Logan Zero project plans and events such as the Connections Week.

People management

- Contribute to the management of students through applying contemporary human resource practices including induction, supervision, performance management, professional development and learning, and building a learning and development culture in the team.

- Work in partnership with the Program Manager, YFS Human Resources personnel; executive management and in accord with YFS human resource policies and procedures.

External relationships

- Represent YFS at identified relevant inter-agency networks, community consultations and forums
- Promote, initiate and develop opportunities for provision of integrated services at YFS and within the wider community
- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients and report on developments
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.

Finance and resource management

- Contribute to the management of program budgets in accord with agreed income and expenditure; and ensure financial expenditure aligns with benchmarks, and that client brokerage is managed in accord with program and YFS guidelines.
- Ensure assets are used in accord with organisational policies and procedures.

Risk management and workplace health and safety

- 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.
- Assist in the management of Workplace Health and Safety practices in accord with legislation, YFS policy, procedures and standards.
- Work within the standards and principles of a Child Safe Organisation.

Business systems and reporting

- Ensure client and staff planning, reporting, documentation and record keeping requirements are efficiently dealt with using available technology and in line with YFS organisational requirements
- Prepare reports for senior management using professional skills and experience.

Cultural respect

- Ensure service planning and delivery recognises 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

Experience and qualifications

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential.
- Evidence of having leadership and management attributes and a willingness to develop these areas.

Knowledge and experience specific to the role

- Excellent knowledge of place- based principles and evidence- based housing and homeless policies and practice.
- Understanding project governance when there are multi organisations involved.
- Understanding and implementation of action planning and continuous improvement principles.
- Significant experience establishing and maintaining positive engagement working with community stakeholders including First Nations organisations.
- Previous experience in alliance building; running an advocacy campaign and leading a multi-organisational project (desirable not essential).
- Demonstrated capacity to engage with homeless people respectfully, and a sound understanding of, and commitment to social justice.

Additional skills and experience

- Project management skills including leadership, communication, planning and strategic thinking, negotiation skills and critical thinking.
- Technical and analytical skills to understand the use of the VI-SPDAT tool and its application and the A to Z Database.
- Passion, ambition and perseverance to achieve meaningful change to end homelessness.
- Effective communication skills and capacity to build rapport with other stakeholders.
- Strong leadership skills and ability to value the expertise of stakeholders.
- A 'can-do' action orientated attitude and ability to demonstrate an infectious enthusiasm that inspires others to join the Logan Zero project.
- Well- developed computer literacy skills, including demonstrated achievement in the use of Office 365.
- Refer to the level 5 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements:

- Ability to be flexible and work outside of hours when required
- 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.