POSITION DESCRIPTION

POSITION TITLE  Project and Service Development Officer
DIVISION  Youth
REPORTS TO  Practice Manager - Youth

ORGANISATIONAL PURPOSE
Established during the Great Depression, the Brotherhood of St Laurence was the vision and creation of Fr Gerard Tucker, a man who combined his Christian faith with a fierce determination to end social injustice. The Brotherhood has developed into an independent organisation with strong Anglican and community links. Today, we continue to fight for an Australia free of poverty.

At the Brotherhood of St Laurence, we are defined by the people that make up our organisation. With around 1000 employees and 1000 volunteers across more than 50 sites, together we strive to help people experiencing disadvantage through research and policy and services and advocacy.

As well as providing services and programs for families and elderly on low incomes, refugees, young people and the unemployed, we research the causes and effects of poverty and advocate national and local policy solutions for people who are disadvantaged. The Brotherhood is currently focusing its work on strategies to alleviate and prevent poverty for those people most at risk at the four transition stages considered critical to their future well-being: the early years, the years from school to work, periods in and out of work and retirement and ageing.

Our Strategic Plan for 2015 – 2020 identifies five organisational objectives:
- to demonstrate how to reduce disadvantage and increase social, civic and economic participation through quality, evidence-based policy, programs and practice
- to undertake quality research, gather knowledge and evaluate evidence to inform and support our work
- to work collaboratively and in partnership with others to influence policy and practice.
- to strengthen our organisational capability to support innovation and respond flexibly to changed circumstances
- to collaborate with Aboriginal and Torres Strait Islander peoples and ensure the Brotherhood supports their rights and aspirations.

Each of these priorities is underpinned by well structured, researched and documented body of knowledge to support all elements of work within the Brotherhood.
DIVISION AND DEPARTMENT PURPOSE
This role will sit within BSL's Youth Transitions Division. The Youth Transitions division is not a service delivery arm in the conventional sense. Instead, we function as an ‘incubator’ for the development of practice and service models that engage and sustain young people experiencing disadvantage in education, training and employment. We work with young people, community, business and all levels of government across Australia to develop, test, refine and consolidate effective and scalable models. This includes concerted effort to bring attention to the realities faced by young people experiencing disadvantage and to the urgent need for policy and practice reform. Our work is supported by the BSL’s Research and Policy Centre, which works ‘hand in glove’ with the Youth Transitions division on project development, implementation and evaluation.

The BSL’s Youth Transitions Division utilises an ‘Advantaged Thinking’ approach across all our programs and has a key role in the development and delivery of training and resources to enable partner organisations to ensure young people's aspirations, skills, attributes and talents are recognised and harnessed. BSL's Youth Transitions Division plays a lead role in training, program and service development across the Youth Transitions Support Pilot in Hume and Transition to Work both through demonstration sites and the TtW Community of Practice.

Youth Transitions Support Pilot Program
The Youth Transitions Support Pilot (YTSP) is funded by the Department of Social Services and aims to provide early intervention assistance and address barriers to participation in education and employment that are specific to young people of refugee and vulnerable migrant backgrounds under the age of 25.

Applying BSL’s evidenced-based Youth Transitions (YT) service delivery model, BSL is leading the delivery of the pilot in the Hume LGA until December 2019 in partnership with five other community organisations.

Transition to Work
Funded by the Department of Employment, the Transition to Work (TtW) program provides young job seekers aged 15–21 with intensive one-on-one support to gain employment or to continue their education.

The BSL operates many TtW sites across the Frankston–Mornington Peninsula area and in Broadmeadows. We also co-ordinate the TtW Community of Practice (CoP) and provide a central contact point for the 12 community organisations currently operating across Australia to deliver on a co-designed TtW service model.

Advantaged Thinking Fidelity Framework
The BSL Youth Transitions Division aims to reform the way that education, employment and welfare service systems work with young people experiencing disadvantage. Central to this work is supporting community service organisations to understand and implement Advantaged Thinking in their practice with young people, the way they design and set up their services, and in some cases, across their wider organisation.

POSITION PURPOSE
The Project and Service Development Officer plays a critical role in managing the service development and coordinating consistent practice and policy initiatives across the Youth Division.
This position will be responsible for combining strategy coordination across policy, research, programs and advocacy with service development and project management responsibilities. Specifically, the role will focus on:

- Documenting existing and the development of new key resources related to the delivery of the Youth Transitions model, the maintenance of existing resources and materials, and adapting existing tools and resources to different service contexts.
- Identifying and preparing submissions for key policy and funding initiatives.
- Driving the implementation of the service model with frontline staff and partner organisations.
- Mobilising Government and employer effort, resources and expertise.
- Linking local, regional and national solutions to enable better outcomes for young people.
- Undertaking a range of externally and internally focused policy, advocacy and service development activities.

KEY RESPONSIBILITIES AND DUTIES

1. Teamwork and Accountability
   - Work collaboratively within teams to achieve common goals;
   - Demonstrate a commitment to the Brotherhood’s quality framework and culture by participating in and promoting quality actions through continual improvement activities;
   - In collaboration with the Program Manager, set goals and objectives to ensure outcomes are met;
   - Model the Brotherhood values and adhere to the Code of Ethical Behaviour in everyday work practices; and
   - Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with Brotherhood policies and procedures.

2. Project development and implementation
   - Develop, implement and monitor clear project work plans ensuring project deliverables meet required time frames;
   - Coordinate and support project steering committees and other related working groups as required;
   - Undertake consultation with key internal and external stakeholders.
   - Develop and implement internal and external project communication strategies;
   - Work closely with key stakeholders to benchmark existing service delivery and map transitional requirements;
   - Prepare reports in line with project deliverables for external audiences including government and other providers;
   - Document project activities providing a blueprint for replication or scalability;
   - Coordinate the documentation of policy positions, program models, link program documentation with research and advocacy, undertake and document environmental scans and prepare policy documents and presentations;
   - Keep up to date with the latest Federal and State policies relating to the Youth Divisions areas of work.

3. Stakeholder engagement and management
   - Manage coordination, liaison and communication with key project stakeholders in collaboration with project team;
• Work closely with external partner organisations to embed new and existing tools and processes in their service delivery;
• Work closely with service delivery teams on the development and testing of tools and resources to ensure practice is informing service development;
• Manage key internal and external relationships with Government departments and funding bodies.

4. Service Development
• In consultation with internal and external stakeholders, research, design and develop new Advantaged Thinking resources and materials;
• Undertake ongoing monitoring and review of current tools, resources and materials, incorporating feedback and updating as required, including Practice Frameworks;
• Translate examples of innovative practice into key messages, web content and case studies.

5. Policy and sector development
• Manage the preparation of proposals for advocacy and funding, including grant applications and tenders;
• Manage the writing of submissions to government consultations and inquiries;
• Prepare conference abstracts and presentations on the work of the Youth Division;
• Prepare policy position papers, letters to key stakeholders including Government Ministers and senior public servants and organise meetings with these key stakeholders.

6. Multi-skilling
• The incumbent may be directed to carry out such duties as are within the limits of their skill, competence and training.

ORGANISATIONAL RELATIONSHIPS:
The incumbent of this position will work closely within the Youth Transitions team and in partnership with the BSL Research and Policy Centre.

Internal Liaisons: Youth Transitions Team
Research and Policy Centre

External Liaisons: Partner organisations
External agencies and government departments
TAFEs, schools and education providers

KEY SELECTION CRITERIA
Essential
• Demonstrated broad knowledge and understanding of policy and practice in the area of education, employment, homelessness, and disadvantage among young people in the Australian context,
• Experience in developing and managing successful grant applications, tenders and submissions,
• Demonstrated ability to work in collaboration with a multidisciplinary team to facilitate the translation of knowledge into strategic objectives,
• Proven strong organisational skills, ability to manage multiple tasks with an outcome focus,
• Strong skills in stakeholder management,
• High level of written and verbal communication skills with proven experience in writing policy briefs
• Relevant tertiary qualifications or equivalent experience in the area of education, youth, community services or a related field,
• Capacity to present service models and innovations in public forums and to key stakeholders such as Government Ministers and senior public servants,
• Proven youth focus, with an understanding of and commitment to the values and ideals of the Youth Transitions Department including the Advantaged Thinking approach,
• Understanding and commitment to the values of BSL,
• Victorian Drivers License

Desirable
• Experience in developing and managing youth-focused projects.

MANDATORY EMPLOYMENT CRITERIA

• Specific work requirements include occasional interstate travel
• Proof of eligibility to work in Australia is required
• A satisfactory Police Check is required. The Brotherhood will facilitate this process
• A Working with Children Check is required for this position. The Brotherhood will facilitate this process.

ACKNOWLEDGEMENT
I have read and accept the Position Description as stated above. I acknowledge the description of the position is an outline and guide to the duties of the professional activities needed to undertake the position successfully. I understand that a review of the position description may occur and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.

_________________________________  ____________________
Manager Signature                      Date

_________________________________  ____________________
Employee Signature                    Date