

POSITION TITLE	<b>Team Leader – Youth Development Services</b>
REPORTS TO	Manager – Youth and Homelessness Services
LOCATION	Lilydale
KEY CONTACTS	Agency Staff Relevant government and community agencies Foyer Federation Other Agency Stakeholders
SUPERVISES	Family Reconciliation Program staff Lilydale Foyer Staff Students on placement Volunteers

## Our Values



### Belief

We believe in the potential of every individual experiencing homelessness. Our focus goes beyond shelter—prioritising resources and support to nurture agency and foster growth. We empower individuals to take control, create their own pathways towards a self-determined future.



### Authenticity

We value real connections and open dialogue with our clients, staff, and partners. By fostering a culture of honesty and acceptance, we create transparent, trustworthy relationships. We celebrate and embrace the diversity that makes up Anchor, giving a platform for all individual voices to be heard.



### Collaboration

We value the diverse experiences and perspectives of all involved in our mission. Across a diverse set of teams, we foster a sense of unity, listening and working together to achieve the best outcomes for our clients. For while our specific work may be different, what we work towards is the same.



### Empathy

Support at Anchor is deep, meaningful, and client centred. We understand that no two individuals experience the same disadvantage, nor have the same aspirations. Every day in our work, we take the time to understand each client, understanding their journey. We place our clients' needs before our own, especially at times of crisis.

## About Youth Development Services

Anchor’s integrated approach addresses often complex needs and circumstances so that young people experiencing or at risk of homelessness, can learn, develop and thrive. We are always looking for new initiatives to support young people and offer a range of services including:

- Accommodation support for youth living in Anchor’s accredited Foyer (16-25 years of age).
- Private rental brokerage to assist with living independently (up to 25 years of age).
- Family reconciliation services.
- Community connection and participation.

Anchor prides itself on working from the theoretical frameworks underpinning Advantaged Thinking, Self Determination Theory, Trauma Informed Practice and strengths-based case management where the voice of young people and families are considered a priority to informing our practice and service development.

## Position summary

This is a senior role leading the Youth Development Services team that contributes to Anchor's purpose where we believe in an Australia where anyone experiencing homelessness has a pathway to safety and independence. We're here to help them find it.

This role is a champion for Anchor's values, vision and goals and promotes and drives commitment to the organisation's strategic objectives. As with every staff member and volunteer, the Team Leader must consistently model the behaviors and values expected by Anchor.

People working at this level are to manage work practices for the health and wellbeing of staff, adopt and role model a balanced and positive approach to work and promote a working environment free from harassment and discrimination.

The achievement of Foyer accreditation presents a number of opportunities:

- expansion and growth of housing options for young people including additional Foyer beds.
- creation, development and maintenance of a genuine client voice within the Foyer.

The Team Leader will take the lead in developing the client voice in collaboration with Anchor's Quality and Evaluation Manager.

In addition, this role leads the development of collaborative partnerships and community connections to ensure readily accessible end to end service provision to young people experiencing homelessness. The Team Leader manages the Family Reconciliation, Lilydale Foyer staff and the Youth Private Rental Brokerage Programs.

The **primary objectives** of the role are focused on:

- **Staff and program development and support:** Provide effective leadership, support, development, and mentoring of staff to ensure they reach their full professional capacity.
- **Service delivery:** Drive a culture of quality assurance, accountability and improvement including our ongoing Foyer accreditation requirements and ensuring the provision of services to Anchor's clients is of the highest standard. Work respectfully with young people and families to ensure that the services provided are culturally informed and safe. Ensure that program planning focuses on the needs of the client and includes the client voice in all aspects of program development.
- **Service development** – Lead and maintain Foyer Foundation quality and accreditation standards and contribute to the establishment and accreditation of future Foyer models, as well as identifying and developing opportunities to expand Anchor's footprint in addressing youth homelessness. Lead service improvement and development, informed by analysis of both qualitative and quantitative data, client voice, and any relevant sector reform in partnership with the Manager / Senior Executive Team. Represent the agency's services to potential participants, other agency services and outside agencies. Connect with local businesses, developing employment, training and volunteering experiences for our clients.

# Position Description

- Accountability:** Remain informed of changes within the Youth and Housing sector, client groups, and government funding and/or standards/policies in order to contribute to the delivery of Anchor’s strategic goals. Ensure KPI’s are met, and practice is delivered in accordance with all relevant legislative frameworks, including the program requirements. Monitor client outcomes and funded targets and report on these.

People working at this level are expected to manage work practices for the health and wellbeing of staff, adopt and role model a balanced approach to work, and promote a working environment free from harassment and discrimination.

### Anchor’s Capability Framework

The Anchor Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today’s changing environment. These capabilities work together to provide an understanding of the knowledge, skills and abilities required of staff in this role.

#### Key Capabilities

<b>Achieve results</b> Enables the achievement of quality outcomes by identifying and removing potential barriers to success.	<b>Resilience</b> Motivates and supports teams to achieve objectives even in difficult circumstances.
<b>Continuous improvement</b> Assist and guide others to address emerging challenges and strategies and risks and generate support for change initiatives and a continuous improvement environment.	<b>Leadership</b> Engages and inspires others in the strategic direction of Anchor, encourages their contribution and communicates expected outcomes.
<b>Guides, mentors and learns</b> Identifies and develops talent. Encourages and motivates people to engage in continuous learning and empowers them by delegating responsibility.	<b>Negotiation and influence</b> Approaches negotiations with a strong grasp of the key issues, focuses discussion on the desired objectives and ensures negotiations remain professional.
<b>Integrity</b> Emphasises and role models integrity and alignment with Anchor’s values and policies, confronting behaviours or actions of others which are at odds with Anchor’s values, holds people accountable and initiates and supports corrective actions.	<b>Engages with risk</b> Ensures that risks are identified and managed effectively, and appropriate strategies are in place to respond to variance. Seeks guidance and advice when required.

## Mandatory Qualifications and Licences

- An appropriate degree qualification in Social Work, Psychology, Community Services or a related discipline, recognised in Australia. Post graduate qualifications and/or minimum five year’s staff management experience considered an advantage.
- Completion of a Criminal History Check and Working with Children Check on commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.

## Skills, Experience and Knowledge

- A deep understanding of the theoretical frameworks that underpin Anchor’s approach to homelessness, including developmental trauma and Advantage Thinking
- Knowledge of and/or experience in the development and management of Foyers
- A sound knowledge of the Children, Youth and Families Act 2005
- Experience managing and leading case managers/workers in a similar or related setting
- A highly developed practice wisdom, including a strong awareness of how your personal values impact your perception of young people who are experiencing homelessness and associated health and social issues
- Capacity to influence a culture of possibility with the ability to think outside the square and develop, consulting with key stakeholders, a creative and flexible approach to meeting the needs of clients
- Knowledge of and an ability to access a range of relevant community and government resources
- Possess a positive, ‘can do’ attitude with a passion for driving cultural awareness and safety for all clients, including Aboriginal and Torres Strait Islanders; other CALD groups and clients who identify as LGBTQI
- Possess the capacity to provide adaptive and flexible leadership approaches.

## Inherent requirements of Work Activities/Environment

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads, and competing priorities and demands	Daily
	Work in a team environment, supporting and developing team members	Daily
	Work in different geographic locations	Regular
	Be exposed to all outdoor weather conditions	Regular
	Work in unstructured environments	Regular
	Work office hours with the possibility of extended hours	Regular
	Work on-call after hours	Regular
	Work in buildings which may be multi-story	Regular
	Work in open plan office and/or work from home office	Regular

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	Sit at a computer or in meetings for an extended period, concentrating for long periods of time	Regular
	Present at court and other jurisdictions	Occasional
<b>People Contact</b>	Manage a team of case managers, ensuring positive outcomes	Daily
	Work closely with DFFH	Regular
	Liaise with government, non-government and community organisations	Daily
	Support agency staff in advocating for clients	Regular
	Interreact with members of the public who may display the full range of emotional expressions, including parents, significant others, family members, advocates, doctors, police	Regular
	Oversee critical incidents which may involve interviewing and interacting with clients in a heightened emotional state	Regular
	Engage with appropriate community networks and business to enable better service delivery and create opportunities for our clients and growth of Anchor's services	Regular
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: managing participant records and statistical data, preparing routine reports, managing resources and budgets, and analysing information/data	Daily
	Conduct regular reviews of team's program and services, ensuring that each responds effectively to client needs	Regular
	Use technology including computers, telephones/mobiles, conferencing technology such as Microsoft Teams/WebEx and Zoom and a range of databases and software.	Daily
<b>Transport</b>	Drive vehicles, possibly over long distances and in all traffic and weather conditions	Regular
	Drive vehicles with possible distractions from client behavior, verbal or physical	Occasional

## Expected behaviours for all Anchor staff

- Act in accordance with Anchor's code of conduct, and is committed to Anchor's vision, purpose and values.
- Act in accordance with Anchor's health and safety policy and management system, including the Psychosocial Health and Wellbeing framework of Me<>WE<>US.
- Value and promote inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities.
- Abide by the Child Safe Policy and requirements in meeting the Victorian Child Safety Standards, a legislated amendment under the Child Safety Act 2005.
- Demonstrate a customer focus by prioritising the needs and outcomes of staff and clients.
- Act in a manner consistent with Anchor's policies, including social inclusion, equal opportunity,

privacy and confidentiality.

- Contribute to a workplace environment which supports peers, develops teamwork and collaboration and positively contributes to group activities.
- Participate in staff meetings, program planning, professional development sessions and service planning meetings.
- Participate in formal supervision processes, probationary and annual performance appraisals
- Contribute to innovation and continuous improvement.
- Successfully complete all mandatory training in a timely manner, to support high quality, safe and effective service delivery.

### Statement of Commitment to Child Safety and Wellbeing

Anchor has zero tolerance for abuse, neglect or harm of children. We are committed to the safety and wellbeing of all children participating in our programs and the welfare of children is always our first priority.

We create environments where all children and young people are valued, empowered and feel safe. Anchor recognises the history and impact of white settlement upon our First Nations people and ensures the cultural safety of Aboriginal and Torres Strait Islander children. Anchor understands and addresses additional barriers faced by children from culturally and linguistically diverse backgrounds. Anchor acknowledges that children with a disability and LGBTQI+ children have additional vulnerabilities, and Anchor responds to their individual needs to ensure their inclusion, empowerment and wellbeing.

### Employee declaration

*I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed regularly to maintain its relevancy and meets organisational objectives.*

<b>Employee Name</b>	
<b>Employee Signature</b>	
<b>Date</b>	