

## POSITION DESCRIPTION

---

### North Queensland Youth Alcohol and Drug Services (NQYAODS) Director

<b>Location:</b>	Cairns
<b>Reports To:</b>	CEO
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award, Level 8 (plus a range of non-salary benefits)
<b>Position Type:</b>	Fulltime <i>(position/employment subject to continued government funding)</i>
<b>PD Date:</b>	October 1 2024

---

### ABOUT US

Established in 1994, Youth Empowered Towards Independence (YETI) is a community based not-for-profit organisation that delivers a range of voluntary youth AOD and other support services targeting the most vulnerable and disadvantaged children and young people living within the Cairns and FNQ region.

### OUR MISSION

Supporting the social, emotional, spiritual and physical wellbeing of young people.

### OUR PRINCIPLES

Nine guiding principles underpin service delivery at YETI. The principles are incorporated into all aspects of service delivery and reflected in our service standards, policies, procedures and workplace culture.

We make change happen	We care first	We step up
We do whatever it takes	We respect everyone	We work together
We're always learning	We listen	We deliver best practice

## KEY STAKEHOLDERS

---

- Vulnerable young people (10-25 years old) in the Cairns Region
- YETI Management Committee, YETI Executive Management Team, YETI Management Team and YETI Staff.
- Organisations that work in partnership with us (education, community, business, government and non-government).

## KEY RESPONSIBILITIES

---

The North Queensland Youth Alcohol and Other Drugs Services (NQYAODS) Director provides overarching direction and leadership for the new NQYAODS program and existing youth AOD programs at YETI. The NQYAODS is an exciting and innovative regional service that is a collaboration between YETI, Victorian based Youth Support and Advocacy Service (YSAS) and Gindaja Treatment and Healing Service (Gindaja).

The NQYAODS will provide residential and community-based alcohol and drug treatment to young people in the region (and adjoining regions). The Service Director will be responsible for the establishment of the program; strategic oversight of program operations, ensuring alignment with organisational goals, stakeholder engagement, and adherence to best practices in health and human services management.

### Leadership and Direction

- Provide strategic leadership and vision for the NQYAODS and YETI AOD programs.
- Ensure effective management of program resources, including staffing, budgeting, and service delivery.
- Ensure alignment with YETI's vision, mission, and values, promoting a culture of best practice and continuous improvement.
- Organise and implement the key governance mechanisms for the NQYAODS as prescribed in the Model of Service.

### Program Development and Implementation

- Oversee the development, implementation, and evaluation of the NQYAOD service, as prescribed in the Model of Service.
- Work closely with Gindaja and YSAS to implement the NQYAOD Model of Service, ensuring alignment with strategic goals, operational frameworks, and compliance with regulatory and best practice standards.
- Establish and maintain a strong, collaborative interface with the residential based Cultural Lead Manager and Clinical Lead Manager by developing structured processes for regular communication, joint decision-making, and shared responsibility for service delivery, ensuring culturally informed and clinically sound outcomes for young people.

### Staff Oversight

- Supervise and support YETI AOD Program Managers, including our Community AOD Services Manager; Outreach Manager and RADIO (Remote Alcohol and Drug Program for young people) Manager.
- Facilitate or broker regular staff training and professional development opportunities and work with the Executive team to implement continual improvement initiatives.

### **Subcontractor Management**

- Work with the Executive Officer to establish clear contractual agreements with subcontractors, outlining expectations, deliverables, and performance measures.
- Foster relationships with subcontractors to facilitate capacity building and knowledge sharing.
- Collaborate with subcontracted agencies and ensure robust governance, including monitoring performance outcomes and working with the Executive Officer to report to funding bodies.

### **Partnership Management**

- Cultivate and maintain strategic partnerships with community organisations, healthcare providers, and government agencies to support holistic service delivery.
- Build partnerships with various stakeholders, including Aboriginal Medical Services, the Cairns and Hinterland Health and Hospital Service (CHHS), Cape and Torres Health Service (CTHS), Education Queensland and other youth service providers, to facilitate integrated support for young people.

### **Collaboration and Stakeholder Engagement**

- Collaborate with partner organisations, including healthcare providers, educational institutions, justice services and community services.
- Engage local stakeholders, including Elders and community leaders, in service planning and evaluation to incorporate community insights and needs.

### **Clinical Governance and Compliance**

- Ensure that all services provided are in line with legislation, external standards, YETI policies, relevant Queensland Health policies, clinical governance frameworks, and best practices.
- Work closely with the Outreach Manager, Cultural Lead Manager and Clinical Lead Manager to ensure best practice outcomes for young people from Cairns and regional and remote communities.
- Monitor compliance policies and work with the executive team to oversee regular reviews and audits.

### **Financial Oversight**

- Collaborate with YETI's Finance Manager to manage program budgets, ensuring effective allocation of resources and adherence to funding requirements.
- Monitor financial performance and implement cost-effective strategies to support service delivery.

### **Team Leadership and Development**

- Lead, mentor, and develop a multidisciplinary team of staff to ensure high-quality service delivery and professional growth.
- Foster a positive team culture that emphasises staff well-being, resilience, and effective communication.

### **Monitoring and Evaluation**

- Implement robust monitoring and evaluation frameworks to assess program effectiveness, identify areas for improvement, and enhance service delivery outcomes.
- Ensure continuous feedback mechanisms are in place to engage young people and stakeholders in the evaluation process.

### **Advocacy and Representation**

- Represent the NQYAODS and YETI AOD programs at regional and state levels, advocating for the needs of young people and promoting the program's services.

- Participate in relevant forums, committees, and working groups to influence policy and practice related to youth AOD services.

### **Cultural Integration**

- Collaborate with the Gindja Cultural Advisory Board to ensure cultural practices and perspectives are integrated into all aspects of service delivery.

### **Teamwork & Collaboration**

- Contribute to developing a cohesive team 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.
- Develop and maintain effective relationships with key stakeholders including clients and their family members, community service organisations, relevant professionals and government agencies.
- Participate in case coordination meetings, case reviews, inter-agency and network meetings.
- Actively contribute towards maintaining and promoting a positive workplace culture.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.

### **Professional Accountability**

- Use YETI information and resources accountably.
- Act at all times in accordance with YETI's values, code of conduct, policies and procedures, and relevant legislation.
- Take reasonable care for your own health and safety, and that of others.
- Maintain confidentiality and safeguard the privacy of information related to staff, our clients, and YETI business.
- Actively participate in training and professional development activities and promote methods of service delivery which are based on contemporary, evidence-based, best-practice principles that are consistent with current trends and standards within the sector.

### **SELECTION CRITERIA**

---

1. Relevant tertiary qualifications.
2. Extensive experience in program management within the health and human services sector.
3. Proven leadership and team management skills, with a strong understanding of community development and partnership approaches.
4. Understanding of clinical governance, relevant legislation, standards and treatment frameworks.
5. Excellent communication, interpersonal, and advocacy skills, with the ability to engage effectively with diverse stakeholders.

6. Strong commitment to improving the lives of young people and promoting cultural safety and responsiveness.
7. Ability to work in a dynamic and challenging environment, demonstrating resilience and adaptability.
8. Passion for fostering collaboration, innovation, and positive change for young people.

## REQUIREMENTS

---

- Eligibility for a Working with Children Check (Blue Card) or exemption based on professional qualifications and registration.
- A current Qld driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility may be requested.