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**[www.icys.org.au](http://www.icys.org.au)**  

## POSITION DESCRIPTION

<b>Title:</b>	<b>CYRD Team Leader</b>
<b>Program:</b>	Community Youth Response & Diversion (CYRD)
<b>Hours:</b>	37.5 hours per week (Monday to Friday, primarily 9am – 5pm)
<b>Term:</b>	Fixed term to 30 June 2023 (possibility of extension, subject to funding)
<b>Location:</b>	Based at ICYS Head Office, 15-17 Thorn Street IPSWICH (and other ICYS office locations when required/requested)
<b>Award:</b>	Social, Community, Home Care & Disability Services Award 2010, Level 5 (currently \$83,000 to \$87,000 - pay point to be determined based upon qualifications and experience), plus leave loading, superannuation and salary sacrifice
<b>Responsible to:</b>	ICYS Programs Manager and ICYS CEO
<b>Accountable to:</b>	ICYS CEO and ICYS Management Committee

### About ICYS:

ICYS Ipswich Community Youth Service, a not-for-profit community-based organisation, has been providing assistance and support to at-risk children, young people, their families and their communities in the Ipswich and surrounding regions since 1983. As a multi-service organisation funded by four Queensland Government departments, ICYS provides a range of support programs and activities to assist and empower young people to make positive choices and decisions for their future.

For over 37 years, ICYS has been providing support and assistance to children and young people based on individual need including assistance with educational engagement, housing and homelessness, vocational training, employment assistance, crime prevention & intervention, disability support, information, referral, advocacy, practical assistance, drop-in, emergency relief and recreational activities in the Ipswich and surrounding regions. Each year ICYS provides direct services to over 3000 children and young people across five Local Government Areas (Ipswich, Somerset, Lockyer Valley, Scenic Rim and the western suburbs of Brisbane) from our offices in Ipswich and Lowood.

### Program Outline:

The Community Youth Response and Diversion (CYRD) program is a Queensland Government funded initiative that aims to provide a culturally appropriate, alternative intervention to police charging and/or remanding young people in custody. The initiative aims to reduce the number of young people being held in watch houses

and detention. CYRD initiatives have been rolled out in a number of locations around the state and is targeted at young people aged 10 to 15 who are at high risk of offending/re-offending and who present with multiple complex issues that increase the likelihood of a trajectory of offending. There is a particular focus on those that are disproportionately represented in the Youth Justice system, in particular Aboriginal and Torres Strait Islander young people.

The Ipswich CYRD is place-based and locally driven and is comprised of four components, of which ICYS are contracted to deliver on three:

1. After hours outreach and diversion service (operating six nights a week);
2. Intensive case management (operating Monday to Friday during business hours);
3. Bridging to flexi-school (operating 2 days/week); and
4. Aboriginal and Torres Strait Islander cultural mentoring (*delivered by Kambu Health*).

### **Position Outline:**

In the context of CYRD, the Team Leader has responsibility for support and supervision of outreach and diversion staff, intensive case support workers and bridging to flexi staff as well as managing day to day running of the program. The program works predominantly with young people who are engaging in high risk behaviours and their families, often in crisis. The ability to be assertive and highly organised, provide support to staff in high stress environments as well as manage relationships with partner agencies and funding bodies is essential.

The role of the CYRD Team Leader oversees a large CYRD team (12 staff) comprising of intensive case support workers, outreach staff and bridging to flexi-school education workers. The CYRD Team Leader works Monday to Friday, primarily between the hours of 9am to 5pm with some capacity to manage after hours on-call support of outreach staff (up to 10:30pm) a number of nights each week (generally 2 nights, although this can fluctuate). The position reports directly to the Programs Manager and CEO. The Team Leader will undertake the following duties:

### Staff Management and Supervision

- Supervision and management of all direct reports, students and volunteers in the CYRD team including:
  - Monitoring of staff movements, including management of staff resourcing and short-term coverage where required
  - Timesheet review for Chief Executive Officer approval
  - Staff training and performance management
  - Staff rostering for outreach and drop-in.
- Provide coaching and mentoring, and assess staff professional development needs.
- Provide support to staff in managing day to day client case management including consultation and complex case discussions.
- Support and debrief staff during or after critical incidents and directly escalate to Programs Manager or Chief Executive Officer where appropriate.
- Monitor team performance and ensure the program is meeting contractual agreements and KPI's.
- Facilitate monthly team meetings and individual staff supervision including maintaining supervision records.
- Assist with recruitment and selection processes for direct reporting roles as requested by Chief Executive Officer or Programs Manager.
- Provide induction and training for new staff as required.

## Program Management

- Triage and allocate incoming referrals to staff for case management or outreach support.
- Coordinate staff to deliver internal program activities such as drop-in and education programs, including associated risk management.
- Maintain compliance documentation and databases in line with funding body requirements.
- Maintain current knowledge of staff caseloads and client needs and ensure communication across program.
- Audit database entries such as case planning, client data and case noting, and conduct any required follow-up.
- Assess and endorse staff financial requests for approval of Chief Executive Officer.
- Maintain strong knowledge of and adhere to the [Youth Justice Act 1992](#) and ensure the program staff deliver services in accordance with the Charter of Youth Justice Principles outlined in [Schedule 1](#) of the Act.
- Enter client enquiry and referral data into spreadsheets and client management databases.
- Collate and provide monthly and quarterly data and reports to Programs Manager and Chief Executive Officer in line with funding body and Management Committee requirements.

## Networking

- Establish and maintain strong links with key stakeholders including Youth Justice, Queensland Police Service, Brisbane and West Moreton Youth Detention Centres, education providers and other government and non-government organisations as necessary.
- Liaise and collaborate with the Ipswich CYRD Cultural Mentoring service provider to ensure cultural needs of clients are met.
- Participate in forums, case panels and interagency meetings with funding bodies, partners and community stakeholders to manage client needs and case planning objectives.
- Promote the work of the CYRD team to ensure relevant young people are directed to the service.
- Advocate on behalf of young people accessing the program.

## General

- Provide clear, open and transparent communication and transparency with program and other ICYS staff, including attending and participating in staff meetings where required/requested.
- Attend internal staff training as requested/required.
- Participate in regular contact with ICYS Programs Manager and Chief Executive Officer, including supervision.
- Refer complex cases/issues and possible instances of child harm to Programs Manager in line with organisational policy and procedures.
- Collaborate with other ICYS staff on appropriate projects and programs.
- Work within all organisational policies and procedures including the ICYS Code of Conduct.
- Maintain a professional, friendly and courteous manner at all times in line with the organisation's Code of Conduct.
- Other duties where necessary as requested/directed by the ICYS Programs Manager and Chief Executive Officer.

**For applications to be considered, applicants MUST address the following 'Position Prerequisites' in their Cover Letter:**

***Position Prerequisites***

- Relevant tertiary qualifications and a minimum of 5 years' experience in the Human Services/Social Work/Community Service/Youth Work field with a demonstrated knowledge of issues faced by young people. Experience in / knowledge of Youth Justice systems will be advantageous.
- Demonstrated experience managing teams within an organisation, including the day-to-day operations of program management. Experience working with teams in high risk fields will be highly regarded.
- Demonstrated understanding of trauma-informed and culturally safe practice within a leadership context. An understanding of Aboriginal and Torres Strait Islander culture is essential.
- Have a well-developed practice framework and experience in navigating and supporting staff with complex case work.
- High level communication, conflict management and team cohesiveness strategies to deliver high performing staff/team and strong stakeholder engagement.
- Experience in high level record keeping, report writing, collation of data and strong computer skills as well as an ability to analyse and interpret trends & data.
- Hold/ability to hold a Queensland Positive Notice Blue Card.
- Hold/ability to hold a current First Aid certificate.
- Hold a current driver's licence.