



Youth Program Manager

Job Information Pack

This information package includes:

- Employment conditions
- Position description
- Selection criteria
- Application process

Employment Conditions

Employment basis: Full-time permanent contract

Hours: 38 hours per week, Monday to Friday

Remuneration: 85-95K

Commencement: ASAP

About Wayside Chapel

Wayside Chapel has provided unconditional love, care and support for people on and around the streets of Sydney since 1964. Each year, thousands of people visit Wayside's two community centres in Kings Cross and Bondi for assistance in gaining equitable access to essential health, welfare, social and recreational services.

Our mission is creating community with no 'us and them'. We do this by breaking down the barriers of judgement and providing a safe place where people from all walks of life are welcome.

Vision: Love over hate

Mission: Creating community with no 'us and them'

Values:

Openness (No secrets): We have a profoundly simple mission, which is to create a community, and our message and work are undiluted with other agendas.

Teamwork (No cowboys): Our goal of creating community is also our method. We work in a collaborative way to invite people out of singular, individual life into the risky and healing place of community.

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Governor of NSW

Pastor/CEO:
Jon Owen

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ABN: 77 406 918 553 (Donations)

EMAIL: mail@thewaysidechapel.com
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Patience (No rush): We cannot make people change. If we could, we'd be guilty of manipulation of some kind. Instead we are on the lookout for sparks of life, signs that people long for better, and we look to engage and help people move to better days and better health.

Courage (No complacency): It takes courage to confront people who've lost hope and invite them into the world of relationships with responsibility. Wayside is not an intensive care unit but an invitation into life and community.

Respect (No Judges): People have the right to make their own decisions. People have the right to make bad decisions. People who choose singular misery or even death deserve to have their rights respected. Wayside's mission is not to fix people but to love them and be with them, knowing that if they are really met, they'll really move toward health and life.

Behaviours:

Stand Back: Recognise that we are each necessary, significant but not central. The mission evaporates when we are central. Take a step back when our emotions are high and cool off. When central, the important thing is how we feel and the most pressing need is to express our feeling. When necessary, significant but not central, in a time of difficulty, the most important thing is to ask "what facts do I not have" and "who can I talk to for reliable clarity".

Speak Well: Identify and appreciate the strengths in colleagues. Recognise that every-one's strengths are also their weaknesses, if we look for weakness, we'll find it and if we look for strength, we'll find it. An atmosphere where colleagues are habitually talked up behind their backs will create an unbeatable team.

Embrace Errors: Accept when you have made a mistake, that an opportunity to learn is present. Learning is lost when we spend energy covering our arse or blaming others. Nothing is more liberating than the security it takes to admit that your performance did not cover you or the team in glory. Helping each other embrace moments of learning will build a team that can overcome anything.

Be Kind: We do an excellent job of being kind with our visitors, lets also be kind with each other. Kindness is implicit in our vision and our mission. Kindness is not a matter of feeling anything but a matter of acting and participating. You might feel uncomfortable but kindness will give the benefit of the doubt or begin an uncomfortable but direct discussion.

Position Description

Reports to	Head of Social Enterprise
Direct Reports	Youth Worker, Training Facilitator, Employment Support Manager
Location	Bondi

About the Wingspan Project and the social enterprises

The Wingspan Project refers to Wayside's youth employment pathway, which is empowered by its social enterprises. Wingspan operates a three-step model which provides wrap around support to youth-at-risk; trains and employs them in the social enterprises, and then transitions them into mainstream employment.

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Wayside has three social enterprises included in this model, the Heart Cafe in Bondi, and the Op Shops and the Low Cost Cafes, both located in Bondi and Kings Cross. Wingspan is a program in the process of development – and as such all staff are involved not only in its delivery but in its ongoing creation, evaluation, growth, and improvement. There is intent in the future to scale and replicate the model and so the preparation for expanding and diversifying the employment pathway is also a key element of this role.

About the role

The Wingspan Project has been operating for nine months and has already seen much success. The purpose of the Youth Program Manager role is to manage the Wingspan Project, and to facilitate its ongoing development.

The role is a dynamic one, involving leadership of a dedicated team of staff; overall management of the 18-month long employment pathway; networking and management of internal and external relationships; cost control in line with budget; and maintenance of funding through accurate and high reporting on social impact and outcomes.

Key Accountabilities & Responsibilities

Leadership

- Lead the delivery of a high quality and individualised service to the young people in the Wingspan Project, where each young person feels understood, respected, supported, and able to pursue their employment goals
- Lead staff in understanding of the Wingspan vision of a “Workforce with no ‘us’ and ‘them’” and ensure each staff member is aligned with the objectives of the employment pathway and social enterprise group
- Lead a staffing culture of respect, openness, creativity, dedication, and celebration, within the Wingspan team
- Role model a can-do attitude and foster a positive connection with other departments of Wayside
- Role model the values and behaviours of Wayside, and lead an understanding of and adherence to the policies and procedures of the organization

People management

- Day to day, and regular performance management of direct reports in order to ensure motivation, autonomy, alignment and morale are sustained
- Support Wingspan Project staff to ensure they have clarity on targets and objectives and that they are resourced sufficiently to achieve them
- Lead the development of team and individual goals, to ensure staff are empowered and aligned through clarity on the Wingspan Project vision, and that of the wider social enterprise group
- Provide strong support and guidance to staff in navigating the daily challenges of their roles
- Work with the Head of Social Enterprise and the People and Culture team to maintain up to date position descriptions, develop capability frameworks and training plans, and ensure staff have clarity on their roles and responsibilities
- Together with Head of Social Enterprise and the People and Culture team, coordinate recruitment of staff when needed

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Program management - measurement, evaluation and social impact reporting

- Work with the Head of Social Enterprise to continue the design, development, regular review of the program model, including
 - the three-step employment pathway
 - the structure and system for the effective training and employment of the young people
 - the model for effectively supporting the young people into the mainstream workforce
- Lead the ongoing evaluation of the program by drawing feedback, concerns and ideas from key stakeholders, including
 - Young people in the program
 - Wingspan staff
 - Managers and supervisors in the enterprises
 - Mainstream employment partners
- Contribute to the development of outcome measures to comprehensively track the impact of the program
- Oversee the maintaining of accurate records of the training, progression and employment goals of each young person
- Provide regular reports to the Head of Social Enterprise, and Marketing and Fundraising team, on:
 - Social impact targets and KPIs, including retention of young people in the program, achievement of training and employability goals, numbers of employees etc.
 - Donor updates and funding acquittals
- Supply Marketing and Fundraising team with updates, case studies, and marketing materials to demonstrate the value and social impact of Wingspan
- Work with the Head of Social Enterprise and the Fundraising team to support donor partnerships through regular communication, reports, meetings and events
- Network and build relationships with other employment pathways, social enterprises, and diverse and inclusive workplaces in order to continue learning and development and to promote the Wingspan Project

Financials

- Manage the Wingspan financials to ensure the program remains on track against monthly targets and annual budget

WHS

- Work within the Wayside risk management framework to effectively manage risks within Wingspan
- Actively promote and ensure the health and safety of staff, visitors, participants, and volunteers
- Demonstrate compliance with all legislation and policies and procedures

Key Performance Indicators

- Leadership and management of staff such that staff are retained, feel supported, and performance is maintained at high level
- Overall management of the progression of the young people through the program, to prevent 'bottle necks' and to ensure young people are able to progress at their pace
- Achievement of set social impact targets, including employability and employment KPIs:

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- Number of young people from each cohort retained throughout the program
- Number of young people progressing into employment in social enterprises each month
- Number of young people reaching professional development goals each month
- Number of young people progressing into mainstream employment each month
- Effective management of the Wingspan Project expenses in line with the budget
- Establishment of relationship of collaboration and mutual support between Wingspan staff and Wayside social enterprise staff
- Growth and management of relationships with external employers to sustain sufficient mainstream work opportunities for the young people in the program
- Timely, accurate and high-quality reporting to donors, such that current funding is sustained, and new opportunities are won

Selection Criteria

Essential criteria

- Tertiary qualification in social work or related fields and / or equivalent experience
- Minimum 2 years' experience managing community services program
- Minimum 2 years' experience managing staff teams
- Understanding of the nature, challenges, and priorities in an employment pathway program
- Experience working with marginalised and at-risk youth, including CALD and aboriginal or Torres Strait Islander, and understanding of related issues, both practical and systemic, including juvenile justice, trauma, homelessness, and mental health
- Highly professional and able to lead staff and young people in their professional development
- Ability to lead a team in a dynamic, evolving, and sometimes challenging work environment
- Ability to network and build and manage partnerships in a professional manner

Desirable skills

- Knowledge of the community services system, especially in Sydney
- Case management experience
- Familiarity with social enterprises

Additional Information

- All offers of employment are subject to a satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.
- This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria or outcomes. It is indicative of the position. The Youth Program Manager can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document.
- The Youth Program Manager should be aware that their position within Wayside Chapel is dynamic. Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge and skills

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Application Process

Applicants should apply via the application link in the job ad. They should include a copy of their resume and a cover letter that outlines how your skills and experience meet the job requirements.

Applications close on **16 October 2021**, but please note that applications will be assessed as they are received and the role will be filled as soon as the right candidate is found.

Applicants with a disability should inform the convenor of the selection panel of any special requirements upon contact to arrange an interview

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