

CANDIDATE INFORMATION PACK
Youth Services Manager
MADEC



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Role Summary

Organisation:

MADEC

Job Title:

Youth Services Manager

Reports to:

CEO

Direct Reports:

- Youth Program Coordinator - 1
- OOHC Coordinators - 3-6

Job Type:

Full-time permanent role

Expected Salary:

The salary range guide: \$120,000 – 130,000 plus superannuation, with access to salary packaging benefits. This range is intended as a guide and may be negotiable for an exceptional candidate with highly developed skills and experience.

Location:

Mackay, Queensland

[The full position description can be found here.](#)

Background Information

MADEC is a not-for-profit, community-based organisation supporting people across the Mackay and Whitsunday region since 1973. As a registered NDIS provider and licensed Child Safety provider, MADEC delivers high-quality services that promote inclusion, wellbeing, and independence for young people and individuals with disability.

MADEC provides holistic, person-centred, trauma-informed support to help young people overcome barriers, build life skills, and strengthen social and community connections. This includes residential and out-of-home care for those who cannot live at home, as well as the Youth Empowerment and Support Service (YESS). It is a free program that empowers young people, 12-21 years old, to become self-sufficient, resilient adults with strong relationships, while working closely with families and other services to ensure coordinated, effective care.

The MADEC values

- **Person-Centred** – The needs and rights of people is at the centre of everything we do.
- **Trust** – We build trust through honesty, respect and by following through on our commitments.
- **Empowerment** – We are here to empower people to develop life skills, have a voice and be heard.
- **Community** – We believe that the best results occur when we work together to support all individuals.
- **Excellence** – We strive for continuous improvement and are committed to going above and beyond in our service.



Read more [on the MADEC website](#).
Access the [MADEC Strategic Plan 2025-2027 here](#).

The Area

ABOUT MACKAY & THE GREATER WHITSUNDAYS

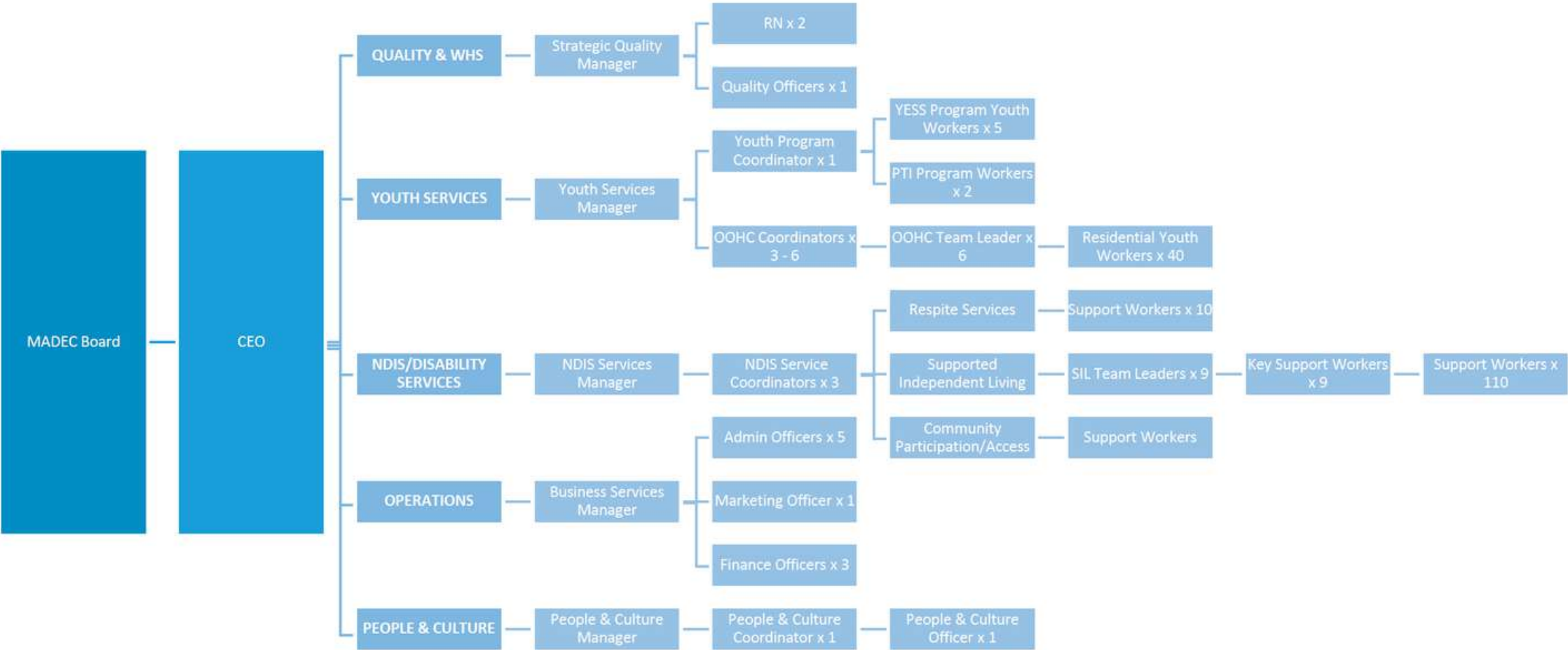
Mackay is a vibrant regional city located on Queensland's central coast, offering an exceptional lifestyle supported by a strong sense of community, affordability, and access to world-class natural environments. Located at the gateway to the Whitsundays, Mackay combines coastal living with the accessibility, services, and connectedness of a well-established regional centre, serving a population of approximately 120,000 people across Mackay and the Greater Whitsundays.

The city offers a family-friendly lifestyle with short commute times, affordable housing, quality public and private schooling options, and access to comprehensive health and community services. Mackay's community is inclusive, practical, and relationship-driven, with a strong connection to local organisations and a genuine commitment to supporting people and families.

Surrounded by more than 30 pristine beaches, offshore islands, rainforest hinterland, and national parks, the region provides outstanding access to outdoor recreation. The Whitsunday Islands, Great Barrier Reef, and Eungella National Park are all within easy reach, alongside a growing local food, arts, and events scene.



Organisational Structure



Key Responsibilities

Reporting directly to the CEO and forming part of the senior leadership team, the Youth Services Manager provides strategic, operational and people leadership. With a strong focus on Out of Home Care (OOHC), this role is responsible for ensuring safe, compliant and high-quality service delivery in a complex, fast-paced and often crisis-driven environment. The position will play a key role in stabilising and leading teams, strengthening practice, and driving improved outcomes for young people.

In this role you will also:

- Manage youth services, including residential / Out of Home Care and the Youth Empowerment and Support Service
- Drive trauma-informed practice, lead incident, risk and crisis management, while overseeing service quality, compliance and licensing
- Monitor performance, data and continuous improvement while supporting service sustainability, growth and innovation
- Provide leadership and capacity building to coordinators and frontline teams
- Develop and manage key stakeholder relationships across government and sector





The Candidate

You are an experienced resilient leader who works effectively in complex and high-pressure environments, balancing strategic oversight with hands-on operational management. You have strong people leadership, sound judgement and the ability to lead teams through change while maintaining high standards of care and compliance.

You will have:

- Experience in OOHC, community, health, justice, youth services, or similar complex service delivery
- Strong understanding of trauma-informed, therapeutic practice, child protection legislation and compliance frameworks
- Ability to lead, stabilise and develop teams while managing risk in behaviourally complex, and high-risk services
- A data-driven approach to service improvement, performance and reporting

[To apply please follow this link.](#)

Next Steps

Your Application:

- Please read the complete position description and follow this link to apply online.
- As we have a rolling model of recruitment there is no closing date for this role, and we recommend you apply as soon as possible.
- With your application, please include your CV and a cover letter that addresses the skills required section of the advertisement.
- Receipt of your application will be acknowledged and you will receive updates as you move through the process, including if you have been selected for interview.

FAQs

What is the closing date for applications?

As we have a rolling model of recruitment, we assess applications as they are submitted; this means that we do not recruit to closing dates and recommend you apply to the opportunity as soon as you can to ensure you don't miss out. [Please use this link to apply.](#)

Is my background suitable for the role?

Our clients brief us extensively on their roles; when writing the advertisements, we take great care in outlining the brief and gaining our client's approval before publishing. When considering your experience and suitability for a role, we encourage you to have a close look at the "Key Responsibilities" page; if you identify with what's outlined, please submit your application.

We recommend thoroughly reading the "Candidate" page of this document when writing your 1-2 page cover letter, as we have included the key essential competencies of a successful candidate there.

Once candidates are shortlisted, the client or role may require a more detailed response to the selection criteria within the job description; we find this saves you time on the application process.

Can you tell me more about what the client is looking for?

The best way to self-assess your suitability for the role is to [read through the full position description](#), the "Key Responsibilities" and the "Role" sections of this document.

We have in-depth discussions with any successful candidates and provide you with a full brief before any interviews you may have with our client.

Can you consider someone part-time?

This is a full-time role. Part-time arrangements are not considered.

Can you tell me more about the client?

To get to know the client a bit better, we encourage you to [visit the MADEC website](#) and [explore their LinkedIn page](#).

When is the start date?

Recruitment has commenced for this role, which means our client is ready to select the right person; this should happen within the coming weeks as we move through the process. Clients prefer that the successful candidate starts as soon as they have worked out their notice period, however the start date is usually able to be negotiated.

Location/can you consider a remote worker?

The role is based in Mackay, Queensland and offers flexible working arrangements, with the ability to work both from home and the office. While the Foundation supports hybrid work, the role is not fully remote and regular in-person meetings and team collaboration is expected.

Salary guide

The salary range for this role is \$120,000 – 130,000 plus superannuation, with access to salary packaging benefits. This range is intended as a guide and may be negotiable for an exceptional candidate with highly developed skills and experience.

What are the key objectives for the board/future direction of the organisation / key challenges in the role / is it a newly created role / why is the position available etc.

We will answer these sorts of questions as part of the discussion we have with the identified candidates of interest; however, we use the advertisement's tone to indicate if the client has a growth agenda or is looking for someone to bed down current programs. If it is a newly created role, we will state this within the advertisement or position description. Any research you may have done through the suggested channels above will also give you insight into the intentions for a role within their organisation.