



Njernda Aboriginal Corporation

NJERNDABORIGINAL CORPORATION

POSITION DESCRIPTION

Youth and Well-being Services Manager (Aboriginal identified role)

PURPOSE OF THE ROLE

The Youth and well-being services Manager is responsible for the day to day running of the below mentioned current and any new Youth and well-being programs offered Njernda Aboriginal Corporation. The Youth and well-being Manager manages the department's staff, and trainees to successfully implement the policies and procedures of Njernda Aboriginal Corporation and is responsible for maintaining an effective and efficient service delivery, meeting program objectives, and delivery of positive outcomes working in close partnership with various internal and external stakeholders to better support the community. The position reports directly to the Chief Executive Officer.

Programs include:	
Drug and Alcohol support	Social Emotional Wellbeing (SEWB) Services
Bringing them Home	Njernda Wellness Centre
Youth support programs	Baroona Day program
Homework Club	Holiday program
Youth Justice	Local Justice
Community Engagement Programs	School Assistance
Dual Diagnosis (Mental Health)	

Position Details	
Position Title:	Youth and Well-being Services Manager
Location / Department / Division:	Youth and Well-being Services, 59 McMillan Road, Echuca VIC 3564
Reports to:	Chief Executive Officer
Positions reporting to this role:	23 currently
Hours:	37.5 per week, full time
Budget / Funding:	
Award and Pay Level classification:	SCHADS Level: 8
Pay Point classification:	Pay Point: 3
Position Description last reviewed:	21 November 2025

Key Accountabilities
This position will, under the direction of the CEO, lead the strategic and operational management of the above-mentioned current and any new programs and services within the Youth and Well-being Services and ensure services are provided within the program guidelines, budgeted funding and staffing FTE, ensuring compliance with legislation and standards.
Develop, and maintain a constructive, and positive workplace culture which facilitates employee collaboration / engagement, team spirit and support staff training and upskilling and provides an excellent service to the Aboriginal and Torres Strait community.
Responsible for culturally safe/appropriate, trauma-aware embedded service delivery and achieving and recording of targets.
Develop and implement relevant policies and procedures for the department service delivery operations and outcomes, in line with Njernda's objectives and strategic priorities.
Responsible for implementing and monitoring the department's operational service delivery and reporting outcomes against all program specific key performance indicators and identifying opportunities to enhance productivity.
Actively participate and present activity reports at the monthly accountability meetings (MAM) held with CEO (and key internal stakeholders as required), on all of the department's program activities, including the: utilisation of services, compliance with set outcomes, meeting reporting standards, challenges / issues identified in service delivery, budget compliance, performance indicators, staffing issues, and other program deliverables.
Convene and attend case plan and team meetings as required.
Collaborate, Liaise, participate, and convene regular meetings with internal and external stakeholders individually to ensure positive outcomes.
Hiring of suitable candidates to fill the department's staff budgeted FTE to assist in the program delivery and ensuring periodic update of all budgeted FTE employee position descriptions.
Coordinate with Human Resources in the recruitment, onboarding, employee management, offboarding, including participation in new employee orientation and ensure staff's strict adherence to Njernda's Human Resources policies and procedures.
Manage department staff and trainees to ensure that they work within the organisation's policy and procedure in the service delivery.
Maintain and manage staff rosters and staffing structure that ensures optimal workforce coverage and operational efficiency, and is consistent and in compliance with the budget, client support needs and relevant Awards.
Ensure regular staff professional supervision is conducted and timely & appropriate support is provided to department staff as required and facilitate their ongoing training and development.
Accurately complete, maintain and approve employee weekly timesheets timely, ensuring compliance with payroll and HR policies.
Process and manage employee leave requests accurately and timely, including annual, personal, and other leave types as per delegation of authority, while monitoring leave balances and entitlements for all of department's staff. Make recommendations to CEO/HR manager on youth and well-being staff's study leave and leave without pay requests.
Ensure youth and well-being staff appraisals / periodic performance reviews are completed on time and recorded on the employee HR files.
Manage staff workflows, department budgets, and regulating expenses, to ensure there are sufficient funds, equipment, materials, and other resources necessary to deliver the operational outcomes.
Support staff appropriately following critical incidents, by ensuring compliance with reporting processes, and the affected staff and clients are offered access to formal debriefing and EAP assistance.
Responsible for maintaining accurate, and up-to-date records/documentation and client files.

Accountable for the expenditure and management of WEEL Card spending and petty cash floats, and relevant record keeping of receipts.
Prepare program / project briefings, business cases, funding proposals, federal and state Government submissions and reports as required by the funding bodies, government agencies, and the CEO, within designated timeframes.
Assist the CEO to develop, monitor, manage, analyse program related data and strive to develop strategies to continually improve the quality of services delivered.
Assist and coordinate with Chief Financial Officer (CFO) in the preparation of staffing and program budget, and for reporting requirements.
Actively assist in the accreditation, assessment, review, and evaluation of program models of care including costs, best practice guidelines, program focus, to ensure they provide an efficient and effective service to our clients/community members.
Organise periodic community meetings to gain feedback from the community on programs and services.
Represent where directed by the CEO, to sit on committees and attend in forums outside the agency (e.g., on panels, on Committees etc).
Participate in research and development activities and keeping up to date with trends and advancement in family and child protection activities.
Maintain and update skills via professional development and training relevant to your role
Any other relevant duties, within scope of skill level and training, as required by the CEO from time to time.

Organisational Responsibilities

Positively promote Njernda within and externally to the organisation
Comply with the Njernda Code of Conduct
Each employee has a responsibility to comply and promote practices with all Njernda policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements as applicable, but not limited to case reviews, staff meetings, planning forums, service reviews and the integration of client feedback
Apply the highest level of confidentiality, understanding that confidentiality is an imperative for clients, their families, fellow employees and Njernda Aboriginal Corporation.
Carry out all work and interactions in alignment with Njernda values, including maintaining confidentiality
Commitment to ensuring a culture of child safety, preventing child abuse, and abiding by the child safety principles
Each employee has a responsibility to comply with and promote relevant legislation and professional standards in relation to safety, quality and risk relevant to their position
Each employee has a responsibility to comply with and promote compliance with their industry standards and relevant regulatory requirements
Participate in performance appraisal and supervision processes
Follow all work / occupational health and safety policies and procedures associated with conducting activities on or offsite

Njernda Values

All staff are expected to behave in a way that is in alignment with our values:

Respect 	Establish relationships based on respect and trust. Treats people with dignity, fairly and openly. Demonstrates personal standards of consistency, tolerance and patience.
Accountability 	Taking ownership and initiative of Njernda values to ensure trusted collaborations are formed. Be thoughtful of the impact of one's own behaviour on others.
Resilience 	Encouraging cultural and spiritual growth to enable personal growth
Advocacy 	Working to transform the disadvantaged and challenge the causes that impact on our community.
Cultural Sensitivity 	Welcoming and serving our community with understanding and without judgement.

Key Relationships	
Internal	External
Youth and well-being Services team	Funding Bodies,
Other departments within Njernda	National Indigenous Australians Agency (NIAA)
Human resources	Department of Justice
Finance and Corporate Services	DFFH
All Njernda Staff	Funding and Government agencies
	Other ACCOs, VACCHO and mainstream services
	Elders and Community Members

Selection Criteria
Essential:
Qualifications Tertiary qualifications in the field of children and youth services, social work, social welfare, community services and or/ residential care
Skills - Demonstrated capacity and knowledge of managing intensive support program relevant to children, youth, and well-being services. - Demonstrated knowledge and understanding Aboriginal culture and issues relating to the needs of Aboriginal families in the area. - Demonstrated understanding of the Children, Youth and Families Act and child protection procedures. - Demonstrated understanding of and working with the relevant legislations and acts pertaining to youth justice, child protection and the mental health system. - Demonstrated ability to connect with Aboriginal communities and carers in cultural appropriate manner.

- Ability to work effectively in complex, crisis-driven, multi-disciplinary, high-pressure situations with diverse groups, especially children, youth, families and diverse groups, with complex needs.
- Demonstrated experience in program planning, design, development implementation
- Experience in budgeting, financial control, and providing clear written reports and statistical data, coupled with well-developed computer skills (Microsoft Word and Excel).
- An ability to conduct professional supervision, assess staff learning needs, review performance, and address staff Human Resource issues including performance issues.
- Proven leadership, verbal and written communications skills with the ability to manage and develop staff, advocate, mediate, and resolve conflicts, while communicating effectively across diverse backgrounds.
- Demonstrated ability develop and work collaboratively partnerships with external parties

Experience

- 5 years of experience in a similar role or significant relevant experience

Satisfactory evidence of:

Pre-employment checks not limited to at least two professional referees, proof of identity and qualifications, National police check, Working with Children's Check, full Victorian driver's license, disclosure of any pre-existing illness / injury and vaccination status in line with Njernda's current policy and procedure, and as applicable – eligibility to work in Australia, professional/regulatory licenses, registration and current good standing, and clearance on aged care banning orders.

Desirable:

- Work experience in regional Australia.

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: _____

Date: / / _____

Print Name: _____

PLEASE KEEP A COPY OF THIS POSITION DESCRIPTION FOR YOUR RECORDS

cc: Employee File