



JOB DESCRIPTION

POSITION: SERVICE CEO

ACCOUNTABLE TO: THE BOARD

HOURS: 21 HOURS PER WEEK

POSITION CONTEXT

Open Door Youth Housing Support Service Ltd., - Open Door, has provided support to young disadvantaged people, in the St. George and Sutherland areas, since 1983.

Open Door is certified by the Australian Service Excellence Standards – ASES.

Open Door is a not for profit, community based organisation, reporting to the Australian Charities and Not for Profit Commission – ACNC, and the ATO, annually.

We are funded by the Department of Communities and Justice NSW – DCJ, within the Specialist Housing Services – SHS sector, reporting annually, through their corporate and contractual acquittal process.

We provide support to more than 120 young people annually, who are on low incomes, homeless or at risk of homelessness and we specialise in supporting young people who have complex needs, managing their mental health and newly arrived.

Our Board, of up to seven Members, are recruited from the local community. Members are appointed on the basis of expertise that is required to meet the strategic aims of the Service.

The Board also ensures that best practice is followed to recruit members from a diverse range of backgrounds and skills, to reflect the needs of our community.

Members are responsible for the contract and corporate governance of the Service, ensuring we operate within funding guidelines and legislative requirements.

Our team of three Part time staff, include the CEO and two Caseworkers. Our team works in a model of collaboration and respect, to provide high quality, specialist support to our clients.

Our Service encourages referrals from the LGBTIQ+ community and Aboriginal and Torres Strait Islander – ATSI Community. The Service is free to all young people.

OUR MISSION

Every young person deserves safe housing, a sense of belonging within their community, freedom to make their own choices and the opportunities to become independent and to thrive.

OUR MODEL

The core business of Open Door is to provide specialist Case Management and Tenancy Support to young homeless people.

To assist young people to gain access to safe, affordable housing and to learn the interpersonal skills that enable them to sustain successful tenancies.

We recognize that many of our clients have experienced trauma at some point in their lives. For this reason, we work in a Trauma Informed Care – TIC model of care.

Therefore it is our priority to treat our clients with respect, to listen to what their support needs are, recognize their challenges and shape our support around their choices and decisions.

We work in a spirit of collaboration with our clients, to create a safe environment that fosters empowerment, encourages independence and promotes co operation, caring and trust.

We work as a cohesive team, with our partners and other stakeholders, to provide a high quality service, in a model that reflects high standards of professional and ethical practices and procedures, within a client centred practice..

We take a proactive approach in developing community and government awareness of our responsibilities to young people, recognising that housing is an essential right of any member of our society.

CEO'S RESPONSIBILITIES

The CEO is responsible for coordinating and ensuring the implementation of the policies and procedures of Open Door Youth Housing Support Service Ltd. and our Strategic Plan.

The CEO is responsible for the day to day management and administration of the Service to ensure an effective, accountable and innovative service is delivered to service users and to all stakeholders.

The CEO works collaboratively with the Board to ensure the Service meets all contract and legislative responsibilities and fulfills all associated duties, related to good governance.

DUTIES

Coordination and Administration

- Ensure the preparation and presentation of all financial and governance acquittal and reporting documentation to the Board, Auditor, DCJ, ATO and ACNC.
- Facilitate regular Board Meetings; distribute and record Board business.
- Facilitate consultation, planning and evaluation processes with all Staff, Board Members and other stakeholders for the Annual/Strategic/Business Plans.
- Ensure clear communication pathways between the Board and Staff.

- In consultation with the Board and Staff, ensure that the policies, procedures and legislative requirements of Open Door are developed, implemented, monitored and regularly reviewed, to conform to Australian Service Excellence Standards – ASES.
- Prepare and monitor organisational budgets in consultation with the Treasurer and the Service's accountant and liaise with the Service's Auditor as required.
- Ensure the efficiency of all administrative and financial systems.
- Participate in regular Contract Meetings with DCJ.

Service Delivery

- Ensure that Case Management and Tenancy Support program and all contact with clients is delivered within the framework of the Trauma Informed Care model and within the policies and procedures of the Service
- Ensure fair and equal access for all clients to receive support from the Service
- Ensure clients understand that they have the right to complain and to provide feedback on any issue they may choose and to liaise on any complaints or feedback
- Ensure that clients receive support that is appropriate to their stated requests
- Facilitate co-Case Management arrangements as appropriate with stakeholders
- Support Staff as necessary to ensure safe, respectful work practices with clients

Human Resources

- Ensure the safety of the work environment with regular monitoring cycles and action plans to uphold Worker Health and Safety standards
- Ensure that all Staff work within the Service's Code of Ethics.
- Ensure regular in-house and clinical supervision, training and professional development opportunities to support Staff to meet position requirements
- Conduct annual staff appraisals and follow up with any individual workplans.
- Encourage positive communication between Staff with regular formal Staff Meetings, informal consultation, peer support and team building opportunities.
- Encourage a positive, respectful work culture where each Staff Member is valued.
- Implement full recruitment processes; ensure all new staff receive orientation.

Community Development

- Maintain existing partnerships and seek to initiate new partnerships with those services and organisations that share the Service's aims and values.
- Ensure participation in local and statewide government and non- government forums, inter-agencies and networks to represent the needs of our clients.
- Provide consultation on panels and reference groups to promote the needs of homeless young people and Service's interests.
- Represent the Service as required; in forums, public events and the media.



Accredited at Certificate Level of the Australian Service Excellence Standards

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