

BRISBANE
YOUTH
SERVICE

NEW FUTURES FOR YOUNG PEOPLE

Clinical Health Services Director
Brisbane Youth Service

Success Profile | September 2024

Introduction



Thank you for your interest in the Clinical Health Services Director selection process.

OnTalent is thrilled to be leading the process of this appointment on behalf of Brisbane Youth Service. This briefing pack provides you with information regarding the organisation, the role and requirements.

Once you have reviewed this material, and if you haven't already, please visit www.ontalent.com.au/bys/ for details on how to apply. I look forward to working with you through this process and invite you to contact me directly at anytime on **07 3305 5800**.

Celia Jones
Senior Client Partner
OnTalent



About Us



- BYS is Brisbane's largest provider of homelessness support services for young people aged 12-25, and their children.
- Services include securing and maintaining housing, crisis support, and medical services addressing the psychological and physical health requirements of consumers.
- Clinical services provided by BYS include the BYS Medical Clinic, the Mental Health/AOD Team, Counselling and Therapeutic Programs, Psychiatry and Psychology. These services are complimented by social, educational and employment pathway support.



How We Help



- **Crisis & Immediate Support** – Assisting Young People to navigate out of crisis
- **Housing** – We offer a range of housing, including crisis and transitional accommodation
- **Health** – Addressing physical and mental health needs through a free medical clinic, mental health support, drug and alcohol support
- **Young Women** - Providing a range of immediate and longer-term support services for homeless and vulnerable young women
- **Family Support** - Supporting young families to find and sustain housing, and offering a specialised parenting support program
- **Other Support** - Including domestic violence support, safe relationships, and safe and connected futures



SNAPSHOT

2022-23 AT A GLANCE



Because of **BYS**, I feel **connected** with society, I feel **safe**, I feel **confident**, and I look forward to a bright future.

58,664

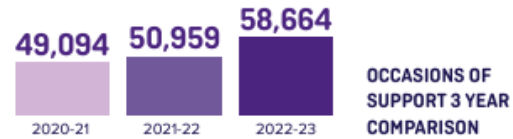
OCCASIONS OF SUPPORT
(UP FROM 50,959 LAST YEAR)

19% INCREASE

in number of times young people engaged with us this year

29% INCREASE

in occasions of support over the past 3 years



THE NUMBER OF REQUESTS FOR BRIEF INTERVENTION HAS STABILISED THIS YEAR

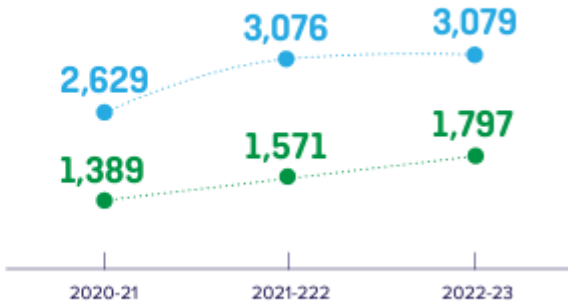
3,079

1,797

accessed brief intervention

accessed ongoing planned support

ONGOING PLANNED SUPPORT VS BRIEF INTERVENTION
3 YEAR COMPARISON



30%

Aboriginal and/or Torres Strait Islander



26%

of those supported were young parents



85%

of young people were 18-25 years old when they accessed support this year



47%

of young people are homeless when they come to BYS



77%

are living in unsafe, temporary, overcrowded, or unaffordable housing

ALMOST 3 IN 4

have experienced PAST FAMILY VIOLENCE



ALMOST 1 IN 2

have experienced PAST RELATIONSHIP VIOLENCE



61% ↑

OF YOUNG PEOPLE HAVE A MENTAL HEALTH DIAGNOSIS

(INCREASED BY 22% IN LAST 5 YEARS)

2 IN 5

young people coming to BYS report suicide risks and almost 1 in 3 identify self-harming behaviours

1 IN 4

young people seeking support identify as sexuality diverse



1 IN 5

have disability

BYS Strategy on a Page (SOAP)

VISION: New futures for young people

MISSION: To enable young people and young families to overcome life challenges and thrive in the community

SERVICE GROWTH PRIORITIES:



Housing & Homelessness



Primary & Mental Health



Domestic & Family Violence

STRATEGIC PRIORITIES:	DESCRIPTION
Workforce	BYS is an employer of choice and builds a capable, engaged and effective workforce.
Innovation & Research	BYS is a leader in evidence-informed practice and collaborative research that drives innovation.
Youth Engagement	Young people inform and help shape BYS services.
Digital & Technology	BYS applies digital and technology solutions to enhance service delivery and increase operational efficiency.
Property	BYS secures long-term, suitable sites for all operations.

VALUES: • Respect • Optimism • Accountability • Resilience



Quality, Research and Innovation

Research

- BYS has a strong commitment to evidence-informed practice and collaborative research and evaluation to drive innovation.
- Our research and evaluation centres on the voices and experiences of young people and their children.
- We actively collaborate and consult with young people, academics, sector partners, and the community to address gaps in knowledge and identify emerging support needs and challenges impacting the wellbeing of young people. We are committed to using evidence to continually improve the effectiveness of our work with young people.

Innovation

Innovation ensures we continuously develop strategies, tools and programs to enhance the level of support available to vulnerable young people. Examples of this include:

- Cross-organisational data collection to measure and understand our impact.
- Couch-surfing research to address critical knowledge gaps.
- A focus on the intersection of homelessness and violence in recognition of the complexity of working with intimate partner and family violence in a homelessness context.
- Youth-led practice informed by our Youth Participation Strategy to ensure young people's voices and experience guide our work.
- Evaluated trials of new programs that enable young people to be diverted from or transition out of the homelessness system.



Our People



- At the heart of Brisbane Youth Service is a diverse team of almost 150 full-time, part-time and casual staff dedicated to creating new futures for young people.
- The talent BYS attracts is driven by a shared purpose to empower vulnerable young people and their children to navigate life challenges and thrive in the community. With a dynamic mix of experience and specialised skills, our people are caring, dedicated, resilient, and the key to helping young people achieve meaningful positive change.



Our Management



BYS is led by a strong management team made up of experienced professionals passionate about the work they do and committed to creating new futures for young people. The Management Team is responsible for implementing the strategic priorities set by the Board and managing the day-to-day operations of the organisation.



Pam Barker – Chief Executive Officer

Prior to commencing with BYS, Pam was the CEO of Yfoundations, the New South Wales peak body representing young people at risk and experiencing homelessness. Prior to this Pam was CEO of Open Doors Youth Service, Queensland’s LGBTIQA+ youth service supporting children and young people aged 12–24 years. She is passionate about investing in the next generation of leaders and advocating for meaningful solutions to support them to flourish.



Di Mahoney – Service Delivery Director

Di joined BYS as the Service Delivery Director in 2018 after four years working at Griffith University in student diversity and inclusion. Di has a Master of Human Services, Graduate Diploma in Education and Training and a Bachelor of Social Science. Prior to moving to Brisbane in 2014, Di was the Director of Byron Youth Service.

Our Management



Jordan McCarthy – Corporate Services Director

Jordan has a breadth of experience across the non-profit, tertiary education, and IT industries. The majority of her career has been in supporting NGOs to build their reputations and brand profile, become more customer and stakeholder-focussed, and modernise systems and processes to find efficiencies. Jordan holds master's degrees in International Business and International Communications and is also an Australian Institute of Company Directors graduate.



Mel Bradford – Human Resource Director

Mel Bradford is a Human Resource professional with experience and a background working in HR with Children's Services in inner-city London. She has developed a broad skillset over the last 25 years supporting business growth through strategic planning and process development, improving operational efficiencies, and introducing proactive strategies to meet changing demands.

Key Role Information



Title	Clinical Health Services Director
Program/Team	Executive Management Team
Employment Type & Hours	Full Time 76 hours per fortnight
Remuneration	Base Salary (neg on experience) + 11.5% Super + PD allowance + Car Park + 5+ weeks annual leave
Working From	Fortitude Valley and/or other BYS offices
Reporting Relationships	Reports directly to the Chief Executive Officer Seven direct reports
Probation Period	Six months
Primary Purpose of Position	<p>The Clinical Health Services Director will work closely with the Executive Management Team to implement the Brisbane Youth Service strategy and oversee BYS clinical departments with a focus on clinical governance, risk management, high-quality service delivery, and strategic growth.</p> <p>This position represents an exciting opportunity for a medical doctor looking for a strategic leadership role with dynamic objectives aimed at making a difference for vulnerable young people and their children.</p>

Key Role Information



Leadership	<ul style="list-style-type: none">• Contribute to the development and implementation of organisational strategy, business functions, programs and services• Lead the delivery of health services and ensure quality services are delivered in accordance with organisational strategy and budget, which achieve successful outcomes for young people• Demonstrated leadership skills with the ability to inspire and motivate individuals to achieve desired outcomes within a multi-disciplinary clinical environment• Sound decision making and strategic thinking skills demonstrated through an ability to resolve critical and complex issues• Mentor, support and guide; provide debriefing [including incident debriefing] to colleagues as required, and model the BYS core values of Respect, Optimism, Accountability and Resilience
Clinical Services	<ul style="list-style-type: none">• Design and implement business strategies to assist clinical health services to meet organisational goals• Oversee health compliance with legal policies, guidelines and standards [RACGP Accreditation] including the management of health records• Ensure we have sufficient and qualified personnel• Perform quarterly and annual employee reviews for direct reports• Plan and manage the clinic's budget and approve payroll• Work closely with executive team to fulfill on the BYS strategy• Provide expertise to the CEO and Executive Team• Establish and maintain professional and collaborative relationships with internal, external and key stakeholders across the health network• Identify clinical funding opportunities and secure grants, government and philanthropic funding opportunities

Key Role Information



Education, Qualifications, Requirements	<ul style="list-style-type: none">• A Bachelor of Medicine; Bachelor of Surgery [MBBS], Doctor of Medicine or equivalent• Member of Royal Australasian College of Physicians and eligibility for registration with the Australian Health Practitioner Regulation Agency [AHPRA] as a Medical Practitioner holding specialist registration• Demonstrated participation in continuing professional development since attaining Fellowship• National Police Check clearance• Evidence of vaccination, immunity, or medical exemption for the following preventable diseases prior to commencement: Measles, Mumps, Rubella and Varicella [Chicken Pox]; Pertussis [Whooping Cough]; Hepatitis B and COVID-19• Two references, including most recent manager, if relevant
Skills and experience	<ul style="list-style-type: none">• Working knowledge and experience with high-quality clinical governance• Experience working in general medical practice• Experience with interpreting data to compile reports• Excellent analytical skills and the ability to exercise sound judgment when making decisions• Excellent communication and interpersonal skills when dealing with executive, managers, team members and young people• Strategic thinking with a high standard of business acumen• Demonstrated understanding of budget and resources planning and evaluation procedures and methods• Hands-on skills in dealing with multiple IT systems such as Best Practice, QMS and Microsoft Office
Personal attributes	<ul style="list-style-type: none">• An ability to lead, direct, motivate and contribute in a positive way to the health of an organisation• Personal drive and integrity and the ability to stay calm under pressure• Consultative and collaborative working attitude• Flexible, initiative, collaborative, inclusive, respectful, ethical, accountable• Commitment to a learning culture and ongoing professional development

Roles and Responsibilities



<p>People, Culture, Safety</p>	<ul style="list-style-type: none"> • Model and drive a culture of respect, optimism, accountability, resilience and continuous improvement in line with organisational values • Drive performance and accountability for achieving expected outcomes • Plan and support team induction processes including practice mentoring and shadowing opportunities for new team members • Provide effective and regular supervision to team members to monitor service delivery and maintain supervision records in line with BYC policies • Create a trusting, cohesive environment where people can express opinions and those opinions are heard • Model ethical behaviours in line with the BYC Code of Conduct and consistently apply ethical standards to self and others • Participate in quality practice reviews, all-staff days, organisational planning and identify and participate in training and professional development opportunities • Protect and promote the rights of children and young people, including making decisions compatible with the Human Rights Act 2019; and responding to and reporting suspicions and disclosures of abuse or harm • Ensure a healthy and safe workplace for all by adhering to BYC Work Health, Safety and Wellbeing Policy, Procedures and Practices • Actively participate to deliver the BYC Reconciliation Action Plan [RAP] initiatives and measurable actions that support First Nations equality across our organisation and services
<p>Skills and experience</p>	<ul style="list-style-type: none"> • Lead and manage administrative functions and financial accountability relating to the role and ensure accurate and timely records are created and maintained in accordance with relevant legislation and BYC policies • Ensure the timely, consistent and accurate completion of client data records by all team members, including planned support and reviews, intake and outcomes assessment data, to contribute to monitoring, evaluation and reporting on program performance and outcomes • Submit and approve timesheets and leave requests accurately and on time on a fortnightly basis in accordance with relevant legislation and organisational policy and procedure • Collect and maintain accurate, timely client data and contribute to program-specific and organisation-wide monitoring, evaluation and learning activities • Use project management tools (Asana) to update projects and prepare reports as required • Undertake any other duties or tasks as required

Selection Criteria



In addition to submitting a resume or CV applicants must address the selection criteria (below) in their cover letter to be considered for shortlisting.

1. Understanding of and commitment to BYS vision, values, and objectives and demonstrated experience within strengths-based and trauma informed care in general practice.
2. Ability to provide leadership and strategic advice to the Board and Executive Team to enable the delivery of high-quality clinical services for young people and their children.
3. Demonstrated ability to manage, maintain and develop key stakeholder and government relationships.
4. Ability to drive continual improvement ensuring frameworks, systems, policies and procedures relating to clinical governance and health services are developed, implemented and reviewed effectively
5. Experience in identifying, monitoring and mitigating operational risks related to the delivery of health services

The changing demands of BYS's organisation requires it to have reasonable flexibility in stipulating the duties that you will undertake from time to time. You will be required to perform any other duties for which you have the appropriate skill and/or training which are assigned to you by BYS, and these responsibilities do not limit what may be reasonably requested of an employee during the course of their employment.



Our Ideal Candidate

To be successful in this role, you must understand and commit to BYs's vision, values, and objectives. You should also possess the desire and proven ability to manage and develop key stakeholder and government relationships to secure grants, government contracts, and philanthropic funding. A priority will be leading the clinic's accreditation process.

You will have experience in clinical governance and the ability to drive continuous improvement by developing, implementing, and reviewing frameworks, systems, policies, and procedures related to clinical governance and health services.

Experience

- Significant experience in clinical governance in a health service and/or general medical practice.
- Proven track record in leadership roles within healthcare settings in a trauma informed care environment.
- Ideally experienced in securing grants and managing funding relationships or a desire to work alongside executive team in this space.
- An understanding and proficiency in data interpretation to report to funding bodies.
- Experience in working with budget planning, resource allocation, and financial management.

Qualifications

- Bachelor of Medicine; Bachelor of Surgery (MBBS) or equivalent.
- Membership in the Royal Australasian College of Physicians.
- Registration with AHPRA as a Medical Practitioner with specialist registration.

Leadership Style

- Demonstrated ability to inspire and motivate teams in a multi-disciplinary environment.
- Expertise in strategic planning and decision-making to resolve complex issues.
- Experience in performance management, including conducting employee reviews and mentoring.
- Strong analytical abilities for assessing operational risks and ensuring continuous improvement in clinical service

Success Factors

- Excellent communication skills for engaging with diverse stakeholders, including executive teams, colleagues, and young people.
- A consultative and collaborative approach to problem-solving.
- High integrity and personal drive with a calm demeanor under pressure.
- Commitment to fostering a culture of respect, optimism, accountability, and resilience.

Personality Factors

- Flexible and proactive, demonstrating a commitment to ongoing professional development and a learning culture.
- A strong commitment to the vision and values of the youth service and passion and drive for working in this environment.

Get in Contact



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