



# Youth Services Coordinator

<b>Directorate</b>	<b>Department</b>
Connected Community	Community Access and Support
<b>Position No</b>	<b>Enterprise Agreement Classification</b>
CCY04	Band 7
<b>Reports To:</b>	<b>Direct Reports</b>
Manager Community Access & Support	Youth Services Program Lead Community Youth Worker Youth Development Worker –Groups Youth Program and Resource Officer Youth Services Officer Knox School Focused Youth Service Coordinator

**What we trust you to deliver**

The Youth Services Coordinator will assist Council to deliver services to young people, parents and caregivers and service providers. The role will coordinate the development and timely implementation of programs and services that engage and support young people.

The Coordinator role will provide leadership and guidance to all team members and lead the establishment of the strategic direction of Youth Services team.

This role has a focus on the coordination of strategic planning, policy and procedure development, implementation, monitoring, evaluation and reporting of Knox Council Plan actions, including the Child Youth and Seniors Plan. A further focus will be on the development of activities and programs that underpin the objectives of such plans and evaluate post implementation.

Advocacy on matters impacting the lives of young people and their future needs forms an important aspect of the role, as does promotion of young people to be their own advocates and future leaders.

Establishment of effective partnerships throughout the municipality and across the sector, fulfillment of duties relating to contract management, compliance with funding agreements, resource management and risk and regulatory compliance are key duties of the role.

### What you will need to thrive

- Demonstrated understanding and experience of youth service systems with an emphasis in community settings and operations in a local government context.
- Strong analytical and conceptual skills and the ability to apply them in needs assessment program planning and development.
- Knowledge, skills and experience working within a community development framework relating to young people, their families, schools and educational institutions, community organisations and service providers.
- Strong and demonstrated commitment to and ability in building relationships and working on a collaborative basis with both internal and external stakeholders.
- Strong commitment to excellence, with a practical and results focused approach and a proven ability to steer, manage and implement change in a complex and political environment.
- Strong organisational and administrative skills and ability to prioritise work, and that of your team, to develop standards and benchmarks and achieve results within timelines.
- Exceptional communication and networking skills; and an ability to motivate a wide range of people.
- Ability to develop, implement and monitor budgets and funding agreements, resources and operation plans for area of responsibility.

### What success looks like

1. Oversee and assist the development, coordination and delivery of programs and activities focused on young people, their parents, caregivers, and families, as well as schools and educational institutions and service providers.
2. Develop relevant programs and services for young people and their families within Knox, ensuring vulnerable cohorts are also considered.
3. Promote and support a community development approach to the provision of youth services opportunities within Knox.
4. Develop effective promotion and communication strategies for the dissemination of information and encouragement for high levels of participation.
5. Create opportunities for the development of effective networks between young people, service providers and Council.
6. Contribute to the development, implementation, and coordination of relevant strategic documents, policies, procedures and guidelines, which inform the delivery of quality services and customer experience.
7. Ability to develop, implement and monitor budgets and funding agreements, resources and operation plans for area of responsibility.
8. Identify opportunities for funding appropriate to need and community expectation, and make submissions to obtain grants and other subsidies, maintaining positive relationships with key funding agencies and by administering funding agreements in accordance with their terms and conditions.
9. Administer and develop Council's policies, procedures and strategies for the provision of youth programs and ensure effective implementation of the associated strategic plans.
10. Work with community organisations in the planning and development of local projects which meet identified needs of young people.
11. Develop and resource the Youth Advisory Committee to have a meaningful role in the advocacy for young people in the Knox Community.
12. Identify needs of young people through liaison with stakeholders to develop options and make recommendations that meet the needs of the community.
13. Oversee and support delivery of programs and activation at Council's Youth Centre - The Youth Hive within the Knox Library at Knox Westfield Shopping Centre.
14. Develop and report on performance indicators for those activity areas for which the position has responsibility.
15. Maintain awareness and keep up to date with developments, legislation and regulations relevant to youth services.

- 16. Actively participate in Council’s approach to performance, development and review process ROADmap. Your ROADmap is the opportunity to bring your whole self to work through celebrating your talents and strengths and supporting your performance and development.
- 17. This role may also be required to carry out other such duties as are within the limits of the employee’s skills competence and training.

**The expertise you bring (including qualifications and experience)**

- Relevant Tertiary qualifications in human services such as youth work, community development or education and relevant experience required.
- Demonstrated experience in youth services, policy development, project management and administration.
- Working in a Local Government environment (desirable).

**Key competencies**

Strategic Mindset	Action Oriented	Collaborative	Instils trust
Communicates effectively	Customer Focus	Develops talent	Builds networks

**OHS, Risk Management, Equal Opportunity, Child Safe Standards and Charter of Human Rights**

- Adhere to Council’s Health and Safety, equal opportunity and risk management policies, plans and procedures as well as act in accordance with the Charter of Human Rights.
- Demonstrate and promote workplace behaviours that does not discriminate, bully or harass.
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements.
- Adhere to policies and procedures to prevent injuries to people and damage to assets and property including reporting of these matter.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions.
- Promote positive mental health and wellbeing within your team and work towards the prevention of mental injuries and illness in workplace.
- Ensure a child safe environment and contribute to a culture of child safety by fulfilling the requirements and responsibilities outlined in legislation, including the Child Safe Standards, Reportable Conduct Scheme and Council’s Child Safe Policy and Procedures.

**Our Customer Promises**

Our customer promises are our commitments to our customers.

- We care: we listen and take the time to understand you and what you need
- We’re helpful: we’re easy to deal with, professional and focused on clear, practical outcomes
- We’re fair: we work to meet your needs, while balancing our community obligations
- We’re knowledgeable: we’ll let you know what we can do to help and help you anticipate what else you might need
- We’re accountable: we’ll guide you through the next steps, always follow through and work with our colleagues to keep you informed of our progress.

## Who you will work with:

Internal:	External:
<ul style="list-style-type: none"> <li>• Community Access &amp; Support department</li> <li>• Senior Management</li> <li>• Other council staff</li> </ul>	<ul style="list-style-type: none"> <li>• Your library service</li> <li>• Community Groups, agencies and service providers</li> <li>• Other local government youth services</li> <li>• Government departments - State and Federal</li> <li>• Funding bodies</li> <li>• State wide organisations.</li> </ul>

## Accountability and extent of authority

- Have an input into policy development.
- Direction, management and accountability of youth services staff.
- Management of Council Youth programs and operation of the service within budget.
- Accountable for the policy issues, strategies and development of youth programs.
- Accountable for the liaison with state, regional and local community, youth organisations and service providers.
- Accountable for the liaison with local committees of management and Council Youth Advisory Committee

## Judgement & Decision Making

- Exercise a high degree of judgement in group and community work situations, adapting skills and knowledge to new and complex situations requiring considerable problem solving and negotiation skills.
- Continuously evaluate Council's strategic direction and trend data to identify future challenges and opportunities for the business unit.
- Make decisions that have potential to affect the lives and wellbeing of young people and their families.
- Problem solving in nature, may involve identification and analysis of an unspecified range of options.
- Guidance is not always available within the organisation.

## Specialist Skills and Knowledge

- Proficiency in the application of a theoretical or scientific discipline - in search of solutions to new problems/opportunities.
- Analytical and investigative skills in policy formulation.
- Knowledge and understanding of generalist youth services; the role, functions and policies of local government; the needs of the Knox community, community and specialist youth agencies and of other available community resources.
- Understanding of organisational values, and the legal and political context.
- Knowledge and familiarity of principles and practices of budgeting and accounting/financial procedures.

## Management skills

- Management skills to achieve objectives despite conflicting pressures.
- Able to implement personnel policies and practices including awards, EEO and OH&S policies, recruitment and selection procedures and techniques, position descriptions and staff development schemes
- The ability to set priorities and develop appropriate work programs.
- The ability to bring projects to a successful conclusion.
- The ability to work outside of normal business hours to attend meetings, functions and appointments as may be required.
- Commitment to a community development approach to service and facility development.
- Expected to contribute to long term staffing strategies.
- An understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees development.

## Interpersonal Skills

- Ability to gain cooperation and assistance from clients, other employees and members of the public in the administration of broadly defined activities.
- Communicate with influence, including the ability to understand and adapt to the audience to gain support and commitment from others.
- Ability and preparedness to work collaboratively in a team environment, across Council and with external agencies.
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems.
- Ability to motivate and develop employees.

## Inherent Requirements

The inherent requirements of the role are provided in the job advertisement as well as on Council’s [Prepare to Recruit](#) page.

Within reason, and subject to Council's obligations under legislation, it is expected that a person conducting this type of work will have the capacity to perform the genuine, reasonable and inherent tasks of the role.

## Conditions of Employment

Conditions of employment are in accordance with the **Knox City Council Enterprise Agreement** and the Knox City Council Code of Conduct. Applicants will require the following:

Satisfactory Police Check	ID Verification Check	Working with Children Check
Reference Check	AU Entitlement to Work	Current Victorian Drivers License

## About Knox

Making a difference to others and our community is at the heart of everything we do at Knox. Future Ready Knox connects our vision, aligns our purpose with values, strategy and people experience. We all have an important role to play, in working together we will achieve all we aim for and more.

*Our Vision*

**Community**  
Inside and Out

INSPIRED BY OUR CORE  
PURPOSE OF

Empowering our  
diverse community to  
thrive and prosper.

### Our Values

Our values are the foundations to our success and culture at Knox. They represent what we stand for, inspire us to bring our whole selves to work and create a shared understanding to align the way we work with our vision and purpose.



**Make a difference daily**



**Inspire and facilitate success**



**Think big act bold**



**Do what is right (not what is easy)**

### THRIVE: Our Future Ready Knox Strategy

The world we live in is changing, placing ever more focus on people and what it means to be human.

It is time we reimagine the future of work and adapt how we lead our changing business, so we evolve and remain purposeful for our residents, our community and our City. We all have capacity to adapt and evolve. It is through harnessing our changing skillsets and mindsets, and working and learning together that we will bring out the best in each other and create a future we can all feel good about.



### Adaptive future

We will pursue the future with a clear strategy of excellence and service. We will never stop learning and growing. We will be a resilient, adaptable and sustainable workplace comprised of thriving people working together to fulfil our core purpose: empowering our diverse community to thrive and prosper.

### Evolving culture

We strive to be an agile organisation built on a foundation of psychological safety and trust in our leaders, our teams and ourselves. We will be defined by our love of learning, innovation and growth. We will be led by wholehearted humans who bring out the best in our people and drive collective ownership of our vision, strategy and values. This will ensure we respond, adapt and thrive in a rapidly changing world.

### Flexible workplace

We will thrive in our inclusive and connected workplace, defined by flexible practices and spaces, and enabled by new technologies and business intelligence. These will support our people to explore and adopt new ways of thinking, learning and working that ultimately deliver greater value to our community.

### Thriving people

We will be defined by our resilient, diverse and capable people and will support them to keep growing and leveraging their passions, talents and skills. We will improve the ways we engage and communicate, embrace productive conflict and hold each other accountable for our commitments. We will harness our collective potential to make a difference and create a future we can all feel good about.

Please refer to our website [www.knox.vic.gov.au](http://www.knox.vic.gov.au) for more information about Knox City Council.