

Position Description

Position Title:	Coordinator Youth Services
Classification:	Band 7
Business Unit:	Life Stages
Reports to:	Manager Life Stages
Approved by:	Director Community Wellbeing
Reviewed:	September 2024

1. About the City of Glen Eira

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, Yarra Yarra Golf Club, the Melbourne Holocaust museum and much more.

2. About our Organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

Glen Eira City Council plays a leading role in taking strong action on the climate emergency and raising awareness to ensure a sustainable, safe and healthy future for us all. To help us achieve these outcomes, we all have the responsibility to embed climate change action in everything we do. This includes reviewing individual work to identify how we can make a difference in Council and the community to reduce environmental impacts and raise awareness.

Organisational Vision and Purpose

- Vision – *We are connected, collaborative and courageous. We lead for now and plan for the future.*
- Purpose – *We enhance our community's quality of life. We build our community's connection to place.*

Values

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Service Excellence – *Delivering for our community*
- Collaboration – *Working better together*
- Innovation – *Expressing ideas and adding value*
- Respect – *Being understanding and considerate*
- Integrity – *Being open and honest*

2.1 Organisational Structure

Glen Eira City Council's structure comprises four Directorates and two executive management portfolios (People and Culture and Finance) all reporting to the Chief Executive Officer. The four Directorates are:

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- Sustainability, Assets and Leisure;
- Customer and Corporate Affairs;
- Planning and Place;
- Community Wellbeing

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost-effective services that make a difference to our community. In conducting their business, they aim to be client focused and open to innovation and continuous improvement.

3. Position Purpose and Background

Coordinate the activities of staff and contribute towards the development and implementation of Council's Youth Services.

4. Working Relationships

Within the organisation, the Coordinator of Youth Services is required to liaise with colleagues in the Life Stages department and other Council staff across the organisation.

The Coordinator Youth Services supervises Youth Development Officers, Youth Program Facilitator, Youth Participation and Project Officer and Administration Officer.

Externally, the role may include liaison with Government departments, schools, agencies, young people and the general public.

5. Key Responsibilities

Staff Leadership

In consultation with the Manager Life Stages:

- Provide operational leadership to all staff members responsible for the provision of Youth Services.
- Provide specialist supervision to Youth Services staff to ensure that all support given to young people complies with legislative requirements including the Charter of Human Rights, Privacy and Confidentiality and the Child Youth and Families Act 2005.
- Ensure that all Youth Development Officers maintain knowledge of local crisis services and can provide appropriate referrals for young people to housing, drug and alcohol and mental health services.
- Manage the recruitment, induction, training, performance review and development of Youth Services staff within Council staff development policies to achieve successful team outcomes
- Implement Youth Services staff development plans with regard to performance appraisals and staff learning and development.
- Identify, develop and implement effective communication strategies within and across the team in keeping with the Values and Behaviours of the Unit.
- Liaise with relevant Council staff in other business units and divisions, including cross-divisional working groups, in the development and production of the Youth Services Program.

Service Delivery

In consultation with the Manager Life Stages:

- Ensure the efficient delivery of Council's Youth Services activities including overseeing the daily operations of the Bentleigh Library and Youth Hub, youth worker support, school based programs, community based programs, youth events, advocacy and policy development.
- Ensure that Youth Services participates in the Suicide Response Network meeting and supports a coordinated response to critical incidents

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- Effectively manage the planning and provision of youth services within allocated monthly budgets.
- Coordinate the management and support functions pertaining to the Grants and Award programs, including the preparation of reports and recommendations for review by Council.
- Investigate and prepare concise reports on complex issues and make recommendations for management and Council. Upon request provide strategic advice on state and federal government policy and the impacts upon City of Glen Eira young people, Council and Youth Services unit.
- Ensure all activities of Youth Services unit are assessed to contribute to the effective protection of Council in accordance with Council's risk management policy and procedures.
- Provide excellent customer service to all internal and external customers and stakeholders.

Service Development

In consultation with the Manager Life Stages:

- Oversee the annual planning and delivery of a range of youth events, programs and support services.
- Lead the Youth Services unit in the development of business and services plans that clearly outline annual actions, targets and measurable outcomes for young people in the City of Glen Eira.
- Effectively manage partnerships between Council, government agencies, youth organisations and education providers to ensure the needs of young people in the City of Glen Eira are represented broadly within the sector.
- Prepare risk management plans for all Youth Services programs and events and manage risks associated with program delivery through Council's Risk Register.
- Prepare, monitor and continuously improve Youth Services policy, procedures, forms and letters to ensure efficient and effective delivery of services and accurate and timely completion of administrative functions and responsibilities.
- Seek appropriate sources of external funding and ensure external grant submissions and reports for youth services are prepared and reported on within the specified timelines.
- Undertake any other duties as directed by the Manager Life Stages

5.1 OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to policies and procedures to minimise injury and damage to assets and property.
- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights.
- Actively participate in reporting matters of health, safety and Council asset damage.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions;
- Contribute to the effective protection of Council in accordance with the Council's Risk Management Framework and Policy, the Fraud and Corruption Policy and Fraud and Corruption Control System.
- Act compatibly with human rights and consider human rights when making decisions; and
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

5.2 Accountability and Extent of Authority

The following outlines the Accountability and Extent of Authority required by the Coordinator Youth Services:

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- Manage and support the Youth Services business unit in consultation with the Manager Life Stages and relevant stakeholders.
- The position shall be accountable for the specialist supervision of Youth Development Officers, Youth Program Facilitator, Youth Participation and Project Officer, Administration Officer, youth work students and any volunteers in relation to the administration of Council's legislative responsibilities contained with the various Acts and Regulations.
- Ensure that the Youth Services budgets are regularly monitored and that expenditure does not exceed budget allocation.
- Ensure the maintenance and development of Youth Service policies and work practices that adhere to all statutory requirements regarding the safety and wellbeing of young people.
- Ensure that risks associated with the delivery of the Youth Services program are effectively managed.
- The freedom to act and provide specialist advice to both staff and members of the public in relation to matters of Youth Services is described with Council policy and procedures and guidelines and is prescribed by the Manager Life Stages.
- The extent of authority shall be in accordance with powers and responsibilities as delegated by Council. The policies, objectives and budgets of the Glen Eira City Council and Youth Services Unit shall also govern decisions and actions taken.

5.3 Judgement and Decision Making Skills

The following outlines the extent of judgement and decision making required by the Coordinator Youth Services:

- The incumbent will be required to make decisions on areas of responsibility in line with organisational guidelines, policies and regulatory requirements.
- This role requires the development and implementation of policies and procedures in relation to the key performance indicators (as identified) making changes where appropriate through innovation and industry knowledge.

5.4 Management Skills

The following describes managerial skills required by the Coordinator Youth Services:

- Demonstrated ability to plan and prioritise work to effectively achieve successful Youth Services outcomes
- Demonstrated experience in management, recruitment and development of staff
- Demonstrated ability to develop strong customer service culture and engage staff in continuous improvement
- Demonstrated ability to promote and develop excellent teamwork
- Demonstrated experience in planning and policy development
- Demonstrated experience in budget management
- Ability to assign and develop responsibilities and ensure that staff maintain their capacity to develop and manage priorities

5.5 Interpersonal Skills

The following describes the interpersonal skills required by the Coordinator Youth Services:

- Demonstrated ability to provide excellent customer service to internal staff and to the Glen Eira community.
- High level of negotiation skills with internal & external stakeholders on a variety of issues
- Excellent communication and presentation skills
- Ability to effectively work in a team environment and develop work teams to levels of high performance
- Ability to succinctly and effectively prepare reports and submissions on youth issues
- Demonstrated experience in conducting consultation with young people and a broad range of stakeholders.

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5.6 Specialist Skills and Knowledge

The following describes the specialist knowledge and skills required by the Coordinator Youth Services:

- Extensive experience, knowledge and understanding of the needs and issues of young people.
- Demonstrated understanding of the long-term goals of Council and of its values, aspirations and of the legal and political context in which it operates.
- High level evaluation, analysis and problem solving skills.
- An understanding of service provision to meet the needs of young people.
- The ability to effectively communicate with professionals, officials, young people and their families.
- Extensive experience and the ability to work cooperatively with other agencies and individuals in meeting Council objectives.
- Ability to prepare and present clear and concise reports to Council and senior management.
- The incumbent must demonstrate experience in preparation of detailed funding submissions. E.g. public authorities.
- Strong conceptual, analytical, verbal and written communication and effective presentation skills

5.7 Qualifications and Experience:

- Tertiary qualifications in Youth Work, Human Services or related field together with several years of relevant experience or lesser qualification with extensive relevant experience.
- Experience in management of a Youth Services unit, preferably within a local government context.
- Experience in staff and financial management.
- Experience in investigating and preparing concise reports on complex issues and able to make recommendations for management and Council.
- Must maintain a satisfactory police check
- Must maintain a current Employee Working with Children Check

6. Performance Review

The Coordinator Youth Services will be required participate in the Council's Performance Development and Review process. This involves planning and agreeing work and skill development objectives, and reviewing and assessing achievements on a regular basis.

The Coordinator Youth Services may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed as part of the Performance Review process.

7. Selection Criteria

- Demonstrated commitment and adherence to organisational values and behaviours.
- Tertiary qualifications in Youth Work, Human Services related field together with several years of relevant experience or lesser qualification with extensive relevant experience.
- Experience in management of a Youth Services unit, preferably within a local government context.
- Ability to develop project proposals, strategic plans, objectives, policies and performance criteria.
- Demonstrated ability to supervise and motivate a group of professional staff to achieve organisational outcomes achieving service targets and key performance indicators.
- Experience in planning and managing service budgets.
- Excellent interpersonal skills to engage and interact with a diverse range of internal and external stakeholders.

8. Other Information

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- Position is subject to the satisfactory completion of Police Records Check and Employee Working with Children Check.
- The position is primarily located at the Bentleigh Library and Youth Hub, however the incumbent may be required to travel for programs and event and is required to hold a current Victorian drivers licence and have access to a vehicle.