



WHITEHORSE CITY COUNCIL

Position description

Job title: Team Leader - Youth Services	
Classification: Band 7	Effective Date: February 2026
Reports to: Coordinator Community Wellbeing	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do. We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships. We strive to stay ahead of evolving changes and needs of our community. Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values, we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the



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needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The position leads the Youth Services team to deliver inclusive, evidence-informed outreach, engagement and support services for young people and their families in the community. The role works collaboratively across Council, with community partners and key stakeholder, including young people to implement effective, outcomes-driven initiatives that respond to current and emerging trends and issues impacting young people.

Key Responsibilities

Service leadership

- Implement and monitor the operating model for the Youth Services team, including continuous improvement of frameworks, policies and procedures, system maps and performance indicators.
- Contribute to the development of relevant strategic plans and lead the Youth Services team to deliver on these priorities through the successful implementation of operational team work plans.
- Lead the development, implementation and evaluation of the Youth Services team's initiatives that support the health and wellbeing priorities and outcomes of young people in the City of Whitehorse including monitoring and review at appropriate stages.
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- Strategically position the Youth Services team's priorities to actively identify and administer funding opportunities in response to identified needs of young people in the community.

- Lead the development, maintenance and ongoing enhancement of a Youth Service and Support Navigation System that provides extensive and relevant service information and referral pathways for young people.
- Lead internal and external engagement and advocacy initiatives that promote voices of young people in Whitehorse.
- Prepare Council and other reports and presentations that clearly and concisely outlines the purpose, issues, options and recommendations so that Council can make evidence and data-informed decisions.
- Coordinate advice and provide subject matter expertise on issues impacting young people incorporating relevant research, trends and policy insights.

People leadership and management

- Develop, motivate and support the Youth Services team to build cohesion, deliver on their goals, clarify accountabilities and create a culture of excellence and high performance.
- Communicate organisational goals and priorities to inspire and create commitment, alignment and engagement.
- Initiate, support and champion change, assist others to accept and engage positively with change.

Partnerships and stakeholder management

- Develop external partnerships, commission funded and unfunded work with those partners that aim to leverage improved support services for young people.
- Represent Council at various approved local and or regional forums.

Financial and resource management

- Evaluate and oversee all contract management/service agreements, in relation to the Youth Services team and partnership offering and achieve effective procurement/service outcomes.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development, and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

Accountability and Extent of Authority

Budget:

- With the Coordinator Community Wellbeing, develop, monitor, and report on the Youth Services budget.

Staff responsibility:

The position is responsible for the leadership of the Youth Services team and may have responsibility for the supervision of students and volunteers.

Judgement and Decision Making

- The position works with a high level of autonomy and accountability. The incumbent has the freedom to action all day-to-day matters related to the projects in the team,

including direction of contract or temporary staff, authorisation of expenditure within budget and Council's delegation framework.

- The position is required to make decisions ranging from those associated with day to day matters to more complex issues regarding strategy, which require a high degree of creativity, originality and innovation. Often without guidance the incumbent will create methods to solve problems that will have major impact on the organisation and/or community.
- Accountable for delivering an appropriate standard consistent with department objectives, policies and procedures, relevant legislation/regulation, program guidelines, accreditation standards (where appropriate), budgets and timeframes.
- Keep abreast of developments within the youth services sector, political environment, community and health sectors and local community groups and ensure appropriate judgement is applied to Council responses.

Specialist Knowledge and Skills

- Demonstrated experience managing community services and projects with a focus on young people and an understand of the role Local Government plays in the sector.
- Demonstrated ability to lead people to create strong team environment with a focus on service excellence and community outcomes.
- Sound understanding of youth engagement and participation strategies and an ability to contribute to the development and deliver on strategies and associated projects.
- Strong understanding and applied use of outcomes-based strategic frameworks such as a Theory of Change/ Program Logic and/or social outcomes in service/ project design and delivery.
- Experience in the development, implementation and evaluation of plans, strategies, policies and/or frameworks.
- Understanding of legal and ethical responsibilities of service provision for the target group.



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- Ability to design and prepare Council and other reports and presentations to inform Executive and Council decision making.
- Demonstrated familiarity with the principles and practices of budgeting and relevant accounting and financial procedures.
- Demonstrated analytical and investigative skills, where required, to enable the formulation of policy positions.

Qualifications and Experience

- Relevant tertiary qualification in youth work, social work (or a related fields) combined with several years' experience leading and motivating a dynamic team of professionals specialising in working with young people and their families.
- Proficiency with the modern Microsoft Office Suite and the ability and willingness to embrace innovative technologies, methods, products and processes in the pursuit of continuous improvement.

Management Skills

- Demonstrated ability to plan, prioritise and deliver, both on an individual basis, as part of a team and as a team leader, within timeframes and in an environment of change and conflicting demands.
- Ability to provide clear direction and leadership which results in team adherence to policy, procedure, and guidelines ensuring that strategic direction, goals and timeframes are met.
- Efficient and effective coordination of resources in order to achieve team and department objectives.
- Manage a dynamic workload with competing priorities and operate independently effectively under pressure.
- Ability to plan and manage the budget within existing resource allocation.
- Ability and willingness to challenge embedded practices to develop and implement improved processes with a commitment to continuous improvement, customer experience and service excellence.

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- Strong contract management skills, including the ability to develop, negotiate, monitor, and evaluate contracts and service agreements to ensure compliance, performance, and value for money.
- Demonstrated understanding of professional standards of practice and ability to apply these standards to the team and organisation.
- Ability to solve problems through discussion, innovation, research, negotiation, and teamwork.
- Ability to lead the continuous improvement of the service, promote a culture of feedback and review to ensure performance indicators are met.

Interpersonal Skills

- High level of emotional intelligence and the ability to manage self and others and model our CREATE values and behaviours within a high-pressure environment.
- Highly effective written and verbal communication skills, with the ability to present information articulately to a wide range of stakeholders to inform decision making and analysis.
- Ability to liaise with a wide range of services and individuals including specialist services and where interpreting regulations also requires an understanding of the underlying principles involved as distinct from the service processes.
- Demonstrate accountability and acts with integrity.
- Applies and shares knowledge gained through experience and exposure to experts, colleagues, and stakeholders.
- Ability to write clear and concise Council reports and other formal correspondence (such as submissions, policy and advocacy) that clearly conveys the intended message. This also extends to reviewing and adding constructive value to work developed by the team.

Application Requirements

- The incumbent may be required to work from various locations within the municipality.



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- On occasion, and my pre-arrangement, the incumbent may be required to attend out of hours work meetings (e.g. Council briefings and meetings; community and youth events).
- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence, or the ability to travel around the municipality and city efficiently, as required for work.

Key Selection Criteria

1. Relevant tertiary qualification in youth work, social work (or a related fields) combined with several years' experience in leading teams specialising in working with young people and their families.
2. Demonstrated competence leading and managing a team to strive for excellence and high performance.
3. Proven ability to influence, collaborate, and build partnerships with key stakeholders, organisations, and government bodies to improve services and support for young people.
4. Sound understanding of issues relating to families and young people and of youth engagement and participation strategies and ability to apply this to a local government setting.
5. Demonstrated ability to plan, develop, manage, and evaluate youth programs, projects, activities, and events with a focus on social outcomes.
6. High level of emotional intelligence and the ability to manage self and others and model our CREATE values and behaviours within a high-pressure environment.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist to work at low levels.		Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	Keyboard, writing, carrying office supplies	Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Never/rarely	
Standing Tasks involve standing in an upright position	May work at sit/stand desk, make presentations	Sometimes/often	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Never/rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Sometimes/often	
Lifting/Carrying Tasks involve raising, lowering, and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	



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Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Never/rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer.	A substantial portion of the work will involve using a computer sitting at a workstation.	Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Often	

Any other relevant comments: