

WHITEHORSE CITY COUNCIL

Position description

Job title: Youth Development Officer	
Classification: Band 6	Effective Date: January 2025
Reports to: Coordinator Youth Services	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. Our transformation is supporting us to respond to the evolving changes that impact our organisation and needs of our community.



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 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.

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.

Goal Statement

The purpose of this role is to contribute to the delivery of goals and objectives of Council's Youth Services Team (YST) (branded as Youth ConneXions), through engagement with young people, research, planning, program design and delivery, in addition to supporting delivery outlined in the Youth Services implementation plan.

This position will take responsibility for the following key responsibilities, objectives, and strategies, and where required, will also support other YST members to deliver their positional responsibilities and objectives.

Key Responsibilities

Position Specific Responsibilities:

Research and Analysis

- Provide foundations for the YST to be enabled via an evidence-based approach, including:
 - Undertaking research, analysis, data capturing and reporting, on all trends and matters relating to youth support needs within the Whitehorse community.
 - Developing a detailed demographic profile of the Whitehorse youth cohort (ages 10-25) and their families.
 - Producing summary reports on relevant Federal and State Government Youth Policies and available funding grants.
 - Reporting on the key outcomes of Council and Eastern Metropolitan Region (EMR) Youth Consultation projects.
 - Conducting additional data collection, analysis, and reporting of relevant data as required.

Service Navigation and Partnerships

- Utilise research to assist with the identification of services, organisations, community groups and/or government agencies that provide support services or advocacy for young people, ensuring they align with Council's and the YST strategic objectives and will result in improved support mechanisms for young people.
- Represent Council at various approved local, regional, and statewide forums.

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- Enhance and maintain close liaison with key partners and other stakeholders within the Council, the community, service agencies, and government entities.
- Act as an advocate and subject matter expert for Youth internally, championing their needs where possible, amongst teams outside of the YST.
- Assist with the development and execution of marketing strategies for the YST.

Working With Young People

- Develop and implement strategies to engage with Young People in the community to develop an understanding of the issues, challenges and lived experiences of young people in the community.
- Help guide and support young people in the municipality to navigate programs, networks, support offerings and any other relevant services.

Information and Systems

- Develop and implement a Youth Service and Support Navigation System that will provide easily accessible information, including referral processes, to the community about the youth services options within the municipality.
- Coordinate and deliver training initiatives for relevant Council staff (e.g. those dealing with services/projects or programs relevant to young people) on effective youth engagement.
- Design and deliver information and or training initiatives for Young People.

Policy & Planning

- Assist with development and implementation of a Youth Policy and related strategies, ensuring alignment with Council's broader objectives.
- Plan and implement specified YST projects, including associated monitoring and evaluation framework.
- Coordinate project timelines, resources, and deliverables to ensure YST projects are delivered efficiently and in line with expectations.

Key Contributor to Change

- Communicates and contributes to organisational goals, priorities and vision and recognise achievements.
- Celebrates success and high performance and actively contributes to a positive team culture.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.
- Other duties, as directed, within the skills and capabilities of a position at this level.

Accountability and Extent of Authority

Budget: May be responsible for project specific budget and resources.

Staff responsibility: May supervise students, volunteers or temporary funded roles.

Judgement and Decision Making

- Effectively manage complex, sensitive and confidential situations applying sound judgement and discretion.
- The majority of the work is well defined, and the duties carried out independently, however the nature of the role draws on specialised methods, procedures and processes developed from theory or precedent.
- Problem solving may involve the application of these techniques to new situations. Guidance and advice are usually available.

Specialist Knowledge and Skills

- An understanding of the long-term goals of Council and the YST.
- An ability to consult, engage and support young people and their families and to advocate for their needs.

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- Ability to interpret legislation and policy relevant to role and act in accordance with these.

Management Skills

- Effectively manages time, sets priorities, plans, and organises own work.
- Negotiate, problem solve and influence in pursuit of team and organisational objectives.
- Manage a dynamic workload with competing priorities and operate independently effectively under pressure.

Interpersonal Skills

- Ability to work with young people in a respectful, sensitive and informed manner.
- Actively seeks, reflects and acts on feedback, showing a clear capacity and willingness to modify behaviour.
- Ability to liaise with a wide range of stakeholders, including other staff and leadership across Council, as well as counterparts within other government and youth organisations.
- Capability to gain the cooperation of others and work collaboratively.
- Values driven, actively modelling integrity, equity, fairness and transparency.
- Must be able to demonstrate high-level maturity in customer service provision.

Qualifications and Experience

- Relevant tertiary qualification in youth work, social work or a related field.
- Well-developed sector knowledge and relevant experience in working with young people and their families Prior experience in roles which require an understanding of issues relating to families and young people.
- Sound understanding of youth engagement and participation strategies and an ability to plan, develop and deliver on strategies and associated projects that support outcomes for young people.
- Proficient in the use of MS Office Suite.

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Key Relationships:

- Formulate effective working relationships, build trust and gain confidence across all levels of organisation and external contacts.
- Clearly communicate information to a range of audiences.
- Apply and share knowledge gained through experience and exposure to experts, colleagues and stakeholders.
- Ability to liaise with other staff and management across the Council as well as counterparts within other organisations to discuss opportunities and where necessary resolve specialist problems.

Application Requirements

- The incumbent may be required to work from different locations within the municipality.
- The incumbent may be required to attend out of hours work meetings (e.g. Council briefings and meetings).
- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- The incumbent needs an ability to travel within the municipality and surrounding areas to undertake the responsibilities of the position.

Key Selection Criteria

1. Relevant tertiary qualification in youth work, social work or related fields and a strong history in roles which require an understanding of issues relating to young people and their families and in engaging, consulting and supporting young people is highly desirable.
2. Ability to collect and collate complex data, provide data analysis and draft comprehensive reports to leadership on all matters related to youth support.
3. Sound understanding of youth engagement & participation strategies and current trends/needs.
4. A strong proven ability to plan, develop, deliver and evaluate youth strategies, policies and strategic projects.
5. Excellent interpersonal skills and the ability to cooperate with and influence other staff and leadership across Council, as well as counterparts within other government and youth organisations to resolve specialist problems.

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 in order 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	

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Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	
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 large portion of the work will involve using a computer sitting at a work station.	Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Often	

Any other relevant comments: