

Job title: Youth Programs Officer	
Classification: Band 5	Effective Date: June 2024
Reports to: Team Leader Youth Services	Tenure: Fixed temporary to 31 Dec 2024

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 to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



Excellent Customer Experience and Service Delivery



Great Organisational Culture



Innovation and Continuous Improvement



Good Governance and Integrity



Long Term Financial Sustainability

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all 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 position will assist with the provision of effective and efficient information, support and referral services for young people at and deliver a range of youth programs to engage young people in the City of Whitehorse. To maintain and develop the Youth space as a safe, inclusive, friendly and engaging area.

Key Responsibilities

Position Specific Responsibilities

- Assist in the provision of effective and efficient information, referral support services for young people.
- To assist in the operation of the Youth space and ensure all related tasks are completed.
- Develop and update resources for the Whitehorse Community in conjunction with other Whitehorse Youth Services staff.
- Liaise with retailers, youth service providers, community members, police, government agencies and other key stakeholders as required.
- Engage and work with young people to build professional relationships and address any issues in accordance with policies and procedures.
- To assist with all communications strategies including social media utilised by Youth Services to engage young people and key stakeholders.
- Development and implementation of specific youth activities and projects.
- Effective representation of Whitehorse City Council at meetings and to the general public.
- Provision of timely reports on youth related issues to Council and the broader community.
- Complete administrative work, as required.

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.

Authority

Budget: Nil

Staff responsibility: No direct reports

Decision Making:

- The position has the authority to select from a range of processes to achieve objectives.
- The position will make decisions within well-defined policies and guidelines.
- The position will solve problems as they arise with guidance and advice usually available within time to make a decision.

Key Relationships

Internal Liaisons

Youth Services, Health and Family Services Department and other Council departments.

External Liaisons

Client group, local and regional Family and Youth Services, community and business agencies, retailers, relevant Government Departments, Police, Schools and other organisations.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Tertiary qualifications in community development, youth work or a related discipline.
- Demonstrated exposure in the planning, implementation, administration and evaluation of youth and other community service programs and projects.
- Knowledge / experience in youth related group and / or case work including youth programs.
- A valid Victorian's drivers licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Technology

- Computer skills in a Windows environment and the capacity to utilise up to date technology including internet, relevant social networking tools and mobile phones for communication with the client group.

Interpersonal

- Excellent written and verbal communication skills, including report and submission writing.
- Ability to liaise effectively with clients, staff and other related organisations.
- Ability to work in a team environment.
- Proven ability to work effectively with all areas of the community, acknowledging individual needs and priorities.

Leadership/management:

- Ability to co-ordinate and organise workload and set priorities.
- Ability to achieve objectives and evaluate outcomes within given time frames.
- Well defined Project Management Skills.

Other Attributes (Desirable)

- Sound practical knowledge of issues effecting young people in the community and community based strategies to address them.
- Ability to assess individual youth needs and access appropriate services and resources to empower young people to overcome difficulties.
- Experience in researching community development initiatives in relation to young people, the use of public space, community relationships and programs that enhance young people's involvement in their community.

Key Selection Criteria

- Tertiary qualifications in community development, youth work or a related discipline.
- Demonstrated exposure in the planning, implementation, administration and evaluation of youth and other community service programs and projects.
- Excellent written and verbal communication skills, including report and submission writing.
- Experience in investigating issues, developing strategies, preparing and implementing appropriate responses.
- Knowledge / experience in youth related group and / or case work.

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 perform	
Hand/Arm Movement Tasks involve use of hand/arms		Often perform	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Sometimes perform	
Standing Tasks involve standing in an upright position		Often perform	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Sometimes perform	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Rarely perform	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Sometimes perform	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Rarely perform	
Keyboard Duties Tasks involve sitting at workstation and using computer.		Often perform	
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Often Perform	

Any other relevant comments: