

Position title: Youth Services Officer	
Classification: Band level 5	Effective Date: May 2026
Reports to: Team Leader 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.

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 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

This role sits within Council's Youth Services Team (branded as Youth ConneXions) and will support the team's purpose of engaging with young people, designing and delivering programs and other initiatives, and delivering on the Youth Services Implementation Plan (2024-27).

This position will be responsible for coordinating key Youth ConneXions marketing and social media activities, delivering the student placement program, and providing general operational support across various programs and engagement initiatives delivered by the Youth Services Team.

Key Responsibilities

Position Specific Responsibilities

- Collaborate with colleagues on the design, coordination and facilitation of youth led, evidence-based initiatives that foster participation, leadership and inclusion among young people aged 10–25, in alignment with the Youth Services Implementation Plan (2024-27).
- Maintain youth-focused communication platforms, including social media and service navigation tools, to engage young people and share key information.
- Coordinate the student placement program, including partnerships, placement planning, and student support within Youth Services Team.
- Support the delivery of youth outreach sessions, youth-led initiatives or programs through active engagement with young people, contributing to safe, inclusive environments, and assisting with on-the-ground program delivery. .
- Support the evaluation of program and event outcomes and contribute to continuous improvement by incorporating feedback from participants and stakeholders.
- Work collaboratively with schools, community organisations, service providers and other Council departments to identify and respond to emerging youth needs and trends.
- Maintain up-to-date knowledge of local support services and pathways relevant to young people.
- Provide information, support and referrals to young people accessing Youth Services, ensuring appropriate follow-up and duty-of-care practices.
- Support partnership development and service integration by engaging with external providers, supporting collaborative initiatives, and contributing to Youth Services Team (YST) marketing and engagement strategies.



- Represent Council at relevant networks and forums to strengthen partnerships and advocate for positive outcomes for young people.
- Contribute to the development and review of Youth Services Team (YST) policies, procedures and practices.
- Promote organisational goals and priorities, recognise achievements, and contribute to a positive and high-performing 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 Child Safety Policy and procedures.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- Exercise judgement and solve problems, using procedures and/or applying knowledge required through relevant experience or drawing on technical knowledge. On occasion, problems may be complex and relate to situations not previously encountered.
- Guidance and advice are usually available within the time required to make a decision.
- Decisions and actions are always subject to review by more senior staff.

Specialist Knowledge and Skills

- Project management experience as relevant to the coordination of participatory programs, events and activities.
- High level administration skills to support general business operations
- Ability to prepare reports, briefing papers, funding acquittals and external correspondence, with guidance available from senior staff.
- Ability to engage, consult and support young people through information sharing and referral.



- Ability to liaise and gain the cooperation of a wide range of services and individuals including specialist services.
- Ability to maintain accurate records of program activities, participant data, risk assessments, and incident reports in line with Council policies.
- Ability to interpret and understand policy and procedures and act accordingly.
- Experience developing policies, procedures and practices (desirable).

Technology:

- Demonstrated proficiency in Microsoft Office Suite, Canva, and other digital tools to create professional communications, resources, and promotional materials.
- Demonstrated proficiency using social media platforms

Qualifications and Experience

- Degree or Diploma qualification in youth work, social work or a related field, or related work experience.
- Experience in roles working with young people and which require an understanding of issues relating to families.
- Sound understanding of youth engagement and participation strategies and an ability to plan, develop and deliver on strategies and associated projects.
- Experience liaising with internal staff and leadership, as well as representatives from other government and youth organisations to collaboratively address and resolve specialist issues.

Interpersonal Skills

- Strong interpersonal and conflict resolution skills, including de-escalation, active listening, empathy, and calm, respectful communication in youth outreach settings.
- Excellent communication to gain the co-operation of stakeholders (both internal and external) utilised in the administration of well-defined activities.
- Problem-solving skills with the ability to effectively manage complex and sensitive situations applying sound judgement and discretion, with assistance from more senior staff.
- High self-awareness and capacity to build trust and gain the confidence of others.
- Proven ability to manage a dynamic workload and prioritise to ensure specific and set objectives are achieved.
- Sound presentation skills to enable the clear communication of information.

Key Relationships:

- Build strong, trust-based working relationships and foster confidence with colleagues at all levels of the organisation and with external stakeholders.



- Liaise effectively with leaders, colleagues and service providers across various organisations and levels.
- Maintain professional relationships with external stakeholders, including other councils, external partners and service providers.
- Communicate information clearly and appropriately to diverse audiences.
- Apply and share knowledge gained through collaboration with experts, colleagues and stakeholders.

Management Skills

- Effectively manages time, sets priorities, plans, and organises own work.
- Contribute to the overall performance of the YST, ensuring that objectives and goals of the Youth Services Strategic Directions are met.
- Ability to learn and implement effective contract management.

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 (e.g. outreach activities, meetings or events).
- Satisfactory National 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 qualification in youth work, social work, or a related discipline, with experience working with families and young people and an understanding of current trends issues impacting their wellbeing.
2. Demonstrated experience coordinating projects and programs, preferably youth-led initiatives and activities.
3. Strong program administration skills, with the ability to work collaboratively across Council teams and services.
4. Demonstrated knowledge of social media platforms and the effective management of digital communications and content.
5. Strong marketing and administrative skills, including the development of newsletters, promotional materials, and Youth Services communications.



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	Computer use, writing, carrying office supplies.	Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		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	Walking to meetings, attending outreach sessions and Youth Service activities.	Sometimes/often	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy.	Rarely	
Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		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.	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's license	Standard of vision required equal to that required for driver's license.	Frequently	

Any other relevant comments: