

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>Youth Services Coordinator</b>
<b>Position Number:</b>	<b>10361</b>
<b>Directorate:</b>	<b>Community Experience</b>
<b>Reports to:</b>	<b>Manager Community Programs</b>
<b>Supervises:</b>	<b>Senior Youth Officers</b>
<b>Department:</b>	<b>Community Programs</b>
<b>Agreement:</b>	<b>City of Karratha Industrial Agreement 2023</b>
<b>Classification:</b>	<b>Level 7</b>

## 1. POSITION OVERVIEW

The Youth Services Coordinator will operate under the general direction of the Manager Community Programs to coordinate City of Karratha youth service provision in the Western and Eastern Corridors. The position is guided by the Strategic Community Plan and the Youth Strategy to achieve greater capacity, capability and sustainability in the Youth Services sector, as well as maximising youth engagement in programs that promote the development and wellbeing of young people.

### 1.1 Position Objectives

- To effectively coordinate, lead and continuously provide effective supervision and development of the Youth Services team to ensure a diverse range of youth programs, events and activities are developed, implemented and evaluated both internally at youth centres and externally in the community that align with organisational goals and key performance targets for the City.
- Strive to and drive the progress towards achieving the key initiative targets in accordance with the City of Karratha's Youth Strategy.
- To strengthen collaborative partnerships by engaging with relevant networks, stakeholders, youth organisations and community services.
- To provide an advocacy role in regard to the servicing of young people in the region.

## 2 DUTIES & RESPONSIBILITIES

### 2.1 Youth and stakeholder engagement, partnerships and communications

- Participate in relevant internal and external networks, groups and meetings to implement a collaborative approach ensuring key youth sector stakeholders are engaged, consulted and partnered with in relation to youth service provision
- In collaboration with the Marketing and Communications team, develop and implement a targeted Marketing and Communications Strategy relevant to Youth Services, and aim to enhance positive community attitudes towards young people and positive perception of City of Karratha Youth Services
- Lead and coordinate the Youth Services team in the provision of youth consultation and advisory mechanisms that empower young people to be involved in decisions and matters that affect them
- Prepare and execute documents, within delegation authority and as required, relating to partnerships, funding agreements and acquittals, contracts and similar.

### 2.2 Project Management – events, programs and services

- Coordinate and manage the delivery of a diverse range of youth projects including events, programs and services that aim to achieve the objectives of the Youth Strategy.
- Support and supervise the Youth Services team to undertake consultation with young people to identify needs to inform the development and facilitation of

responsive and relevant programs that meet the needs and interests of youth and community.

- Develop, implement and evaluate a calendar of major youth projects in collaboration with internal and external stakeholders, such as WA Youth Week, festivals, arts projects.
- Provide guidance and support to the Youth Services team in overseeing projects being delivered.
- Advocate to and with stakeholders including Council as required, for the continual improvement of youth service provision in the City of Karratha.
- Seek and maintain sponsorship/funding opportunities to support the youth projects calendar that considers community demand and expectations.
- Identify opportunities to enhance and develop community interactions with young people.
- The delivery of programs and support of youth initiatives will entail working outside of 'Normal operating hours' as defined in City of Karratha Industrial Agreement.

### **2.3 Strategic Planning & Policy**

- Contribute to and support the development and implementation of strategic plans.
- Assist with the implementation of Council's strategic planning documents that are related to youth and community services.
- Develop and implement Operational Plans, evaluate and measure Key Performance Indicators that are related to the Youth Strategy.
- Develop policies and procedures appropriate to Youth Services operations that consider the safety and wellbeing of youth and confidentiality, and discretion is applied.
- Provide effective support to the Manager Community Programs and Youth Services team in achieving the direction and objectives of Council.

### **2.4 Management, Administration, Finance and Leadership**

- Coordinate and oversee the provision of daily operational functions of The Youth Shed (Karratha) and The Base (Wickham) facilities and associated services to ensure they are efficient, safe, staffed and maintained to high standards
- Manage, report and evaluate progress against outcomes in the Youth Strategy
- Respond appropriately to enquiries regarding community and youth projects
- Prepare and submit reports when requested by the Manager Community Programs
- Undertake research, preparation and presentation of recommendations to Council as related to youth issues
- Monitor and develop annual budgets in consultation with Manager Community Programs
- Investigate funding opportunities and prepare applications to assist with the financing of new/existing community and youth projects, and complete relevant reports and acquittals
- Coordinate and support the Youth Services team to develop and implement initiatives that are cost effective, efficient and consistent with the budget and resources allocated
- Provide direction and support to Senior Youth Officers and youth staff to succeed in achieving the objectives of the Youth Strategy and of Council
- Assist in the recruitment, development, induction, training, performance management of Youth Services staff
- Manage the Youth Services team Working With Children Check record keeping systems and participate in audits as required
- Manage, oversee and provide guidance to the Youth Services team in alignment with organisational policies and procedures, and the Code of Ethics for Youth Workers in WA

### **2.5 Health & Safety**

Managers, Coordinators and Supervisors are responsible for ensuring that:

- Staff over whom they have line management responsibility are held accountable for performing the responsibilities and actions relevant to their position.
- City policies and procedures relevant to safety are applied.
- For activities for which the safety risk is significant, and there is no City procedure, safety risk assessments and associated safe work procedures are documented and enacted in accordance with the WHS Risk Management Procedure.
- Workplace hazard inspections occur at least every 3 months at workplaces under their carriage. If there is a HSR for the workplace, ensure they are given adequate paid time and resources to complete the inspection.
- The employees of the City are not exposed to hazards in their working environment.
- Other roles and responsibilities outlined in the WHS Management: Roles and Responsibilities.

### **3 SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)**

#### **3.1 Authority and Accountability**

- Demonstrated ability to build and sustain strong relationships within the organisation, across the community, and with a diverse range of external stakeholders.
- End-to-end project management experience and/or knowledge including consultation, planning, development, implementation, evaluation processes.
- Demonstrated experience in the preparation and implementation of policy and procedure documents, grant applications and acquittals.
- Proven competencies in responsible financial management and corporate governance.

#### **3.2 Judgement and Problem Solving**

- Well-developed numeracy, verbal and written communication skills with a high level of attention to detail and accuracy.
- Demonstrated ability to maintain composure under pressure and be energised by tough challenges.
- Demonstrated understanding on the constraints and limitations for regional community services providers.
- Demonstrated understanding of barriers and opportunities for young people living in regional and remote area.
- Ability to take responsibility for resolution of issues and other matters arising in the course or work.

#### **3.3 Specialist Knowledge and Skills**

- Sound understanding and knowledge of the Code of Ethics for Youth Workers in WA.
- Demonstrated experience in community and youth consultation and engagement.
- Demonstrated understanding of the economic, political, and social issues relating to youth service delivery in the Local Government environment.
- Demonstrated understanding of the issues that affect youth, particularly Indigenous communities and those from culturally and/or linguistically diverse backgrounds, and ability to respond to the diverse and complex needs presented.
- Demonstrated experience in coordinating projects such as youth and community programs, and special events.
- Sound financial skills, including preparation of budgets related to Local Government, projects, funding applications and all acquittals.
- Sound skills for use of the Microsoft Office Suite.
- Demonstrated experience in and understanding of effective marketing and promotional mechanisms.

### **3.4 Management Skills**

- Demonstrated ability in the areas of time management, attention to detail, working autonomously and within a team, organisation, initiative, problem solving and conflict management skills.
- Well-developed experience in leading, managing and supervising teams.
- Demonstrated ability to initiate new strategies or practices to enhance service delivery, change management and achieve key focus outcomes.

### **3.5 Interpersonal Skills**

- High level of stakeholder and community engagement skills and knowledge.
- Ability to provide forthright and impartial advice in a constructive manner that evokes stakeholder buy-in and facilitates the achievement of organisational objectives.
- Well-developed verbal and written communication skills together with sound interpersonal and negotiation skills to ensure effective communication.
- Demonstrated knowledge and understanding of duty of care responsibilities to the public.
- Effective leadership and people management skills and demonstrated ability to work within a team environment.

### **3.6 Qualifications and Experience**

- Hold a tertiary qualification in a related discipline such as Community Development, Community Services, Social Science, Youth Work, and/or at least two years demonstrated relevant experience in youth and community services field in a leadership position
- National (or Federal) Police Certificate (no more than 6 months old)
- Current Working with Children Check
- Apply First Aid Certificate is desirable
- Current C class driver's licence