

WHITEHORSE CITY COUNCIL

Position description

Job title: Youth Services Support Officer	
Classification: Band 5 (0.52 FTE)	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 Council's Youth Services Team (YST) (branded as Youth ConneXions) goals and objectives through engagement with young people, research, planning, program design and delivery, in addition to supporting delivery outlined in the Youth Services implementation plan (2024-27).

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:

Service Navigation and Partnerships

- Contribute to the development of the YST service offering for young people, by:
 - Coordinating contract tender briefs from service organisations that tender bids to offer young people related services.
 - Preparing service agreements, background checks and contracts, commissioned by Council, for successful tenders.
 - Supporting the identification and implementation of relevant services that provide important support, service or advocacy for young people and whose collaboration/partnership with Council will leverage improved support for young people and align with Council's strategic objectives.
 - Developing and implementing contract performance reporting templates for each partner organisation delivering services on behalf of council per the parameters set in the partnership agreement.
 - Developing and implementing contract performance monitoring programs for each partner organisation, including the scheduling of relevant meetings, performance reporting, minute taking, and distribution and other administrative tasks as required.
 - Undertaking processing of invoices for payment at the agreed intervals.
 - Supporting the development and execution of YST marketing strategies.

Research and Analysis

- Participate in the evidence-based approach to work of the YST, by:
 - Undertaking research, analysis, data capturing and reporting.

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- Developing detailed demographic profile of the Whitehorse youth cohort (ages 10-25) and their families.
- Conducting additional data collection, analysis, and reporting as required.

Information and Social Media

- Lead the use of Council's relevant social media platforms (e.g. Instagram, Facebook) to connect with, and provide key information to young people, including the scheduling, gathering and writing content to ensure regularity of platform use.
- Regularly maintain and update the YST's social media and hard copy information and engagement platforms for young people.
- In a coordinated approach with the YST team, support maintenance of the Youth Service and Support Navigation System.
- Contribute to the development and review of YST related policies.

Working With Young People

- Work with young people to consult, engage and provide information and referral pathways.

Key Contributor to Change

- Communicate organisational goals, priorities and vision and recognise achievements
- Celebrate success, high performance and contribute to a positive 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: Nil

Staff responsibility: Nil

Judgement and Decision Making

- The freedom to act is governed by clear objectives, guidelines and/ or budgets.
- 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

- Ability to prepare reports, briefing papers and external correspondence.
- Assist with the development of policy.
- Ability to engage, consult and support young people through information and referral
- Ability to liaise and gain the cooperation of a wide range of services and individuals including specialist services.
- Ability to interpret and understand policy and procedures and act accordingly.

Management Skills

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

Interpersonal Skills

- Excellent communication and interpersonal skills to gain the co-operation of stakeholders (both internal and external) utilised in the administration of well-defined activities.

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- Problem-solving skills with the ability to effectively manage complex and sensitive situations applying sound judgement and discretion, with assistance from more senior staff.
- Engagement, and influencing skills.
- High self-awareness and capacity to build trust and gain the confidence of others.
- A personal style that models integrity, equity, fairness and transparency.
- 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.

Qualifications and Experience

- Relevant qualification in youth work, social work or a related field.
- 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 other staff and leadership, as well as counterparts within other government and youth organisations to discuss and resolve specialist problems.

Key Relationships

- Formulate effective working relationships, build trust and gain confidence across all levels of organisation and external contacts.
- The position will liaise with leaders, employees and service providers at all levels of the organisation.
- The position is required to maintain professional relationships with various external contacts, including other councils, external partners and providers.
- Clearly communicate information to a range of audiences.
- Apply and share knowledge gained through experience and exposure to experts, colleagues and stakeholders.

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).

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- 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 qualification in youth work, social work or a related field and Experience in roles which requires an understanding of issues relating to families and young people.
2. Ability to effectively and sensitively engage with, consult and support young people.
3. Ability to collect and collate data, provide data analysis and provide information to leadership to assist in decision making.
4. Knowledge of social media platforms and how to effectively manage use of them.
5. Understanding of youth engagement and participation strategies and current trends/needs.
6. A strong proven ability to high level administrative functions to support leadership with the preparation of partnership contracts, as well as the monitoring and management of contracts.
7. Excellent interpersonal skills and the ability to work with other staff across Council, as well as counterparts within other levels of government and youth organisations.

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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	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	

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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		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: