

POSITION DESCRIPTION

POSITION TITLE: Youth Engagement Officer

AWARD: Social, Community, Home Care and Disability Services Industry Award 2010

CLASSIFICATION: Social and Community Services Employee – Level 4

POSITION OBJECTIVE: This role is responsible for delivering the Youth Engagement program that includes a range of structured and semi-structured psycho-social activities to support service users aged 12-25 to establish and maintain peer connection, connection to support services, identify early intervention opportunities and provide short term support. Activities are shared with another Youth Engagement Officer and mapped to an annual calendar through the Operational Plan and may include a range of recurring or one-off events, groups, excursions, consultations, workshops or programs.

REPORTING STRUCTURE

This position reports directly to the Client Services Manager. There are no direct reports to this position although they supervise volunteers assisting on relevant program activities.

PRINCIPAL DUTIES:

Youth Engagement

1. Develop, lead, and facilitate Youth Engagement program activities, projects, events and initiatives as per the Operational Plan, funding deliverables, organisational policy and best practice principles
2. Manage and moderate digital and in-person spaces in line with the organisation's Safer Space Guidelines and policies. This includes managing individual and group dynamics, fostering service user participation and wellbeing, and mediating conflict or challenging behaviours
3. Identify, assess, manage and eliminate physical and psychological risks to service users for digital and in-person activities including managing group safety and privacy, responding to suicidal ideation, providing emergency and crisis-intervention management and support, as required
4. Create and implement youth engagement procedures and systems including triage, intake, assessments and referrals for potential service users
5. Assist service users and/or stakeholders to access information and supports through provision of soft entry and referrals to other parts of organisation and/or other external supports
6. Provide advocacy and support for service users as per organisational policies as appropriate
7. Manage relationships with external partners, contractors, and collaborators in the context of Youth Engagement program activities
8. Facilitate or support consultations with service users, for internal and external stakeholders as required. Includes providing administrative support to the Youth Advisory Group

9. Assist with the overall coordination of support for service users as part of the Client Services Team
10. Safeguard vulnerable persons including children, through identifying and reporting concerns of abuse or neglect as per Mandatory Reporting Guidelines and organisational policy.

Quality Service Provision

1. Participate in clinical consultation, supervision and performance review processes
2. Lead regular program and project review and evaluation procedures and consultations, including facilitating consultations and surveys, with a view to continuously improve and strengthen programs
3. Respond to feedback or complaints about services as part of future planning and continuous improvement of services, and in line within organisational policies
4. Participate in program-related consortium and interagency meetings, as required
5. Participate in professional development opportunities

Community Capacity Building

1. Work with and coordinate volunteers to support youth engagement and participation across program activities, including assisting with the recruitment, induction, development, supervision, briefing, and debriefing
2. Establish and maintain referral networks, strategic relationships and partnerships with key stakeholders
3. Contribute as a subject matter expert of service users to the development of content for training modules and presentations with the Learning and Development team and participate in the facilitation of those sessions, as required.

Organisation and Administration

1. Collect, manage and process program-related data in line with organisational policies and privacy legislation, including managing online and in-person service-user records, and program reporting
2. Manage project budgets and reconcile own petty cash
3. Assist with developing effective promotional materials for Youth Engagement programs
4. Promote program activities to current and potential service users via a range of methods including face-to-face, phone and social media platforms
5. Coordinate any consumable and structural space needs for the Youth Engagement program with Operational staff
6. Execution and documentation of service user brokerage
7. Respond to internal and external communication correspondence/requests and other administrative tasks relating to the position's area of responsibility

8. Maintain equitable, safe and hygienic food storage and handling practices including liaising with rescued food delivery organisations
9. Provide specialist information and referrals through phone and email enquiries to a range of stakeholders including intake and referral enquiries
10. Assist management with identification of grant and funding opportunities, where appropriate.
11. Participate in feedback, quality assurance, policy and program development processes to help inform local and national planning
12. Follow, utilise and promote the Organisation's vision, quality standards, guiding principles, Compliance Framework, Policies and Procedures, Core Values and Work Health and Safety (WHS) requirements
13. Perform any other duty as directed by the Executive Directors and the Organisation.

KEY SKILLS & EXPERIENCE

Qualifications and Prerequisites

- Relevant tertiary qualification within youth work, behavioural, social sciences, education fields or demonstrated work experience in a similar role or discipline
- Current NSW Working with Children Check clearance and National Police Check Certificate
- Current NSW Driver's License

Experience Required

- Strong knowledge and understanding of the current issues affecting LGBTIQ+ young people, including mental health and homelessness
- Demonstrated experience providing support to vulnerable people with mental health and wellbeing, particularly young people who are LGBTIQ+ or at risk of homelessness
- Demonstrated experience of project and/or event management and/ or engaging with external partners, ideally in community arts and cultural programming
- Demonstrated understanding and experience of working within a youth engagement, therapeutic and anti-oppressive framework with young people, families and groups. Including but not limited to:
 - co-design, youth engagement and participation
 - community development and social inclusion
 - trauma-informed care and person-centered practice
 - strengths-based and harm-minimisation principles
- Demonstrated understanding of and commitment to safeguarding children and other vulnerable people

- Demonstrated capacity to work effectively with Aboriginal, Torres Strait Islander and culturally diverse communities
- Demonstrated experience in digital media content creation in professional or personal settings and use of mobile technology
- Willingness and ability to sometimes work outside of normal business hours and to travel for short periods if required

Computer Skills

- Sound working knowledge of Microsoft Office (Outlook, Word and Excel) and internet applications
- Demonstrated experience in working with client data management systems CRM database

Aptitude & Interpersonal Skills

- Excellent communication (written and verbal) and interpersonal skills with the ability to develop rapport with a wide range of people including different genders, sexual orientations, ethnical backgrounds, age and experience
- Excellent digital and in-person group facilitation skills, including small group work, group dynamics, managing participation, managing conflict and therapeutic or education programs
- Strong reflective practice and self-care skills, with a commitment to maintaining currency of skills and knowledge
- Strong initiative and demonstrated ability to work independently and as part of a team, and ability for conceptual and strategic problem solving
- Completion of ASIST training in the last 3 years or willingness to complete

KEY PERFORMANCE INDICATORS (KPIs)

- Project management completion of tasks in a timely, accurate and efficient manner which meet the requirements of service users and the organisation
- Measure program impact and service user satisfaction, servicing both internal and external stakeholders (service user, staff and volunteers, stakeholder feedback)
- Project management and facilitation of programs:
 - OutWest
 - HangOut
 - ShowPonies

- Mardi Gras youth-programs
- 80% attendance of team meetings and designated interagency meetings
- Accuracy and timeliness of data entry, filing, documentation and information management within the Organisation's databases and systems
- Following, utilisation and promoting of Organisational Policies and Procedures, Organisational Core Values and Work Health and Safety (WHS) requirements

Signed by Employee: _____ Date: _____