



Position Description Team Leader Youth Services

The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

POSITION TITLE: Team Leader Youth Services

AWARD CLASSIFICATION: Band 7

DEPARTMENT: Family, Youth and Children

DIVISION: Community Wellbeing and Inclusion

DATE APPROVED: August 2021

APPROVED BY Manager Family, Youth and Children

ORGANISATIONAL RELATIONSHIPS:

REPORTS TO: Coordinator Middle Years and Youth Services

SUPERVISES: Youth Services staff, volunteers, student placements, casual staff

INTERNAL LIAISONS: Council Employees and Managers

EXTERNAL LIAISONS: Young people and their stakeholders (parents/carers, families, teachers/schools), community members and general public, community groups and local sector representatives, Government representatives, Statutory Authorities, Service Providers, consultants, contractors, Professional Bodies.



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POSITION OBJECTIVES

- Leadership and staff management: effectively manage all facets of the operations of the Youth Services team (including contract management of external funded services), supporting contemporary and best practice in line with current policy.
- Strategic service planning and development: plan the direction and lead the Youth Service team and relevant stakeholders in the implementation of current policy, continuous improvement, evaluation and advocacy.
- Specialist liaison and advocate: provide guidance and specialist advice on young people and best practice in youth services provision to multiple stakeholders, internal and external.

KEY RESPONSIBILITY AND DUTIES

- Provide leadership and coordination of youth services, programs and projects for young people across the municipality, aligned to current policy, Council priorities and Department Plan, in line with organisational business requirements such as finance, reporting, and risk.
- Manage the operations and delivery of youth services through effective support and supervision of staff (including performance management, debriefing, and team development), and including contract management of external services (development, performance management, negotiation and sector development).
- Analyse and translate data and information to identify current, emerging and future service planning needs, utilising industry best practice and contemporary sector knowledge.
- Establish and maintain strong relationships with key stakeholders within youth and relevant sectors (such as education, housing/ homelessness, employment) at local, regional and state levels as appropriate. Lead the Youth Service team on policy and best practice, including in the facilitation of appropriate networks meetings and events.
- Proactively participate with and advise internal stakeholders on the needs, development, culture, and engagement of young people to inform current and future priorities of Council.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Budget delegation of up to \$10,000.
- Directly supervise the members of the Youth Services team (including volunteers, student placements and casual staff), including recruitment, supervision, team development, individual performance (planning and management), and cessation.
- Operational management of the contracts of externally funded services, exercising the authority to provide direction and specialist advice.
- Responsible for successful policy implementation, continuous improvement, evaluation, policy review and planning.
- Oversight of all youth services operations, including but not limited to budgets relevant to operations, including external funding allocations (as required) - reporting up to the



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Coordinator. Responsible for overseeing OH&S and Risk Management, contract delivery (such as FReeZA/other external funding) plus other duties as directed.

JUDGMENT AND DECISION MAKING

- Provide strategic and specialist advice and direction, in consultation with the Coordinator, to the organisation and external stakeholders regarding young people and youth services
- Exercise independent judgement on all Key Responsibilities and Duties within delegated authority and policy, regulation and legislative requirements, seeking support or advice as required.
- Guidance is available to develop experience in operational and programming problem solving, risk management and innovation pertaining to youth-based initiatives.

SPECIALIST SKILLS AND KNOWLEDGE

- Sound, contemporary knowledge and understanding of young people and strength-based practice, and experience in management of youth services delivery, including planning, continuous improvement and evaluation.
- Extensive experience in staff and team management, with well-developed strategies for team development, motivation, supervision and managing people in dynamic and changing environments.
- High level communication and management skills, including strong verbal and written capacity, and well-developed negotiation skills.
- The ability to advocate within a large, diverse organisation and gain support from others including a collaborative approach to service delivery and outcomes.
- Experience with social media platforms or managing staff with this expertise, is desirable.

MANAGEMENT SKILLS

- Demonstrated ability to prioritise, manage own time, plan and organise own work, and oversee the performance deliverables.
- Contribute to the development and implementation of long-term strategies, developments and priorities, including staffing and outcomes from change management processes. Including experience in managing multiple priorities and multi-disciplinary/ multi-specialist teams with ability to deliver successful outcomes.
- Experience in project management, contract management, negotiation and conflict resolution.

OCCUPATIONAL HEALTH & SAFETY

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work.



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- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions.
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes.
- Participate as appropriate in an early and safe return to work program after a workplace injury.
- Participate in the improvement of health and safety, including incident investigations and risk management processes.
- Maintain knowledge of OHS issues relevant to your work.

CHILD-SAFE STANDARDS

- Understand and activate your role in preventing, detecting, responding and reporting any suspicions of child abuse to the relevant authorities.
- Participate, as appropriate, in maintaining a child safe culture at City of Port Phillip.
- Take responsibility for ensuring that employees, volunteers and contractors are aware of, and abide by, the Working with Children Check policy.
- Ensure thorough and rigorous practices are applied in the recruitment, screening and ongoing professional training and induction of staff.
- Ensure that personnel have regular and appropriate supervision and learning to develop their knowledge of, openness to and ability to address child safety matters.
- Provide regular opportunities to clarify and confirm legislative obligations, policy and procedures in relation to the protection and wellbeing of children.

INTERPERSONAL SKILLS

- Well-developed verbal skills and ability to gain cooperation and assistance from multiple or diverse audiences.
- Strong written communication skills to cater to different and diverse audiences, including communications to young people, the youth sector, Executive/Councillors

QUALIFICATIONS AND EXPERIENCE

- **Academic:**
 - Formal tertiary qualification in Youth Work, Social Work, or a qualification involving working with young people, for example a qualification in a Social Science or Human Service Management Discipline
- **Experience:**
 - Significant relevant experience in management and responsibility of youth services delivery (as well as program and project management), including operations, planning, continuous improvement and evaluation
 - Extensive experience in staff and team management, particularly in a dynamic and changing environment



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SECURITY REQUIREMENTS AND PROFESSIONAL OBLIGATIONS

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- sufficient proof of their right to work in Australia, and
- sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Employee Working with Children Check with CoPP listed as employer.

KEY SELECTION CRITERIA

- Relevant qualifications and experience in the youth work sector, and significant experience in management and responsibility of youth services delivery.
- A thorough understanding of the underlying principles of youth development in a community context, and contemporary experience in using a strength-based approach to work with young people (familiarity with the Developmental Assets framework is desirable).
- Significant experience in managing and coaching professional staff, particularly in a dynamic or changing environment.
- Experience in overseeing service areas and resourcing, providing well-considered/ evidenced strategic direction, including the ability to analyse complex situations, develop creative solutions, plan and achieve outcomes.
- Highly developed verbal and written communication skills including advocacy activities/campaigns and ability to influence diverse stakeholders, with experience with social media platforms or managing staff with this expertise.
- Proficient in the use of Microsoft Office and IT systems including procurement, budgeting, record keeping.