



Position Details

Position title:	Coordinator Youth & Family Services
Award Classification:	Band 8
Department:	Family Youth & Children
Division:	Community Wellbeing
Date Approved:	July 2026
Approved By:	Manager Family Youth & Children

Organisational Relationships:

Reports To:	Manager Family Youth & Children
Supervises:	Team Leader Middle Years, Team Leader Youth Services, Team Leader Family Support Services.
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

Position Objectives

- Provide strategic and operational leadership to Family Services and Middle Years & Youth Services to ensure safe, integrated and high-quality service delivery aligned to Council priorities and community needs.
- Ensure services operate effectively within legislative, regulatory and funding frameworks, with strong governance, risk management and continuous improvement.
- Lead and support Team Leaders to deliver high-quality services, manage performance, and build capability in line with Council values, policy frameworks, and community needs.

Key Responsibilities and Duties

- Lead and manage service systems, ensuring the delivery of integrated, high-quality and responsive programs aligned to strategic and operational plans.
- Oversee service compliance with relevant legislation, standards, funding agreements and clinical governance frameworks, identifying and addressing quality, safety and risk issues.
- Lead, coach and support Team Leaders to manage performance, build workforce capability and deliver outcomes aligned to Council priorities and community expectations.
- Develop and implement service strategies, policies and improvement initiatives that enhance service integration, effectiveness and outcomes for children, young people and families.
- Manage program resources, including budgets, staffing and contracts, to achieve service objectives within agreed financial and operational parameters.
- Contribute to departmental leadership, planning and cross-organisational initiatives, working collaboratively with the Manager and key stakeholders.

Accountability and Extent of Authority

- Accountable for the leadership and performance of multiple service units and the management of human, financial and physical resources within broad organisational goals, policies and approved budgets
- Exercise a high degree of autonomy within broad organisational goals, policies and legislative frameworks, with decisions subject to periodic review.
- Make decisions that have a substantial effect on service delivery outcomes, organisational performance and community wellbeing
- Provide expert advice that is relied upon by senior management, and develop policy options and contribute to strategic planning within the functional area

Judgement and Decision Making

- Exercise significant judgement in problem solving, service design and policy development where methods and processes are not well defined
- Analyse complex and competing priorities, risks and opportunities, identifying and evaluating a broad range of options to determine appropriate courses of action with organisational and community impact.
- Decisions are made within strategic frameworks, where guidance is not always available and judgement is required to determine appropriate courses of action, with escalation of highly complex or sensitive matters to the Manager

Specialist Skills and Knowledge

- Extensive knowledge of child, youth and family service systems, including relevant legislation, funding frameworks and evidence-based practice.



- Strong understanding of organisational strategy, policy development processes and the broader social, political and regulatory environment impacting local government services.
- Proven capability in service planning, quality assurance, risk management and continuous improvement methodologies, applied to the design and improvement of complex service systems
- Sound financial management and budgeting skills relevant to managing service programs and resources.

Management Skills

- Advanced ability to lead, plan and manage multiple service areas and resources, including teams of qualified and experienced staff, to achieve strategic and operational objectives
- Demonstrated capability to lead and develop leaders, build high-performing teams and manage organisational change within complex environments with competing priorities and constraints

Interpersonal Skills

- Highly developed communication and negotiation skills to influence, persuade and build collaborative relationships with a wide range of stakeholders, including government, community organisations and internal leaders.
- Highly developed written and verbal communication skills to prepare and present strategic reports, policy advice and briefings that inform, influence and support negotiation and decision-making by senior management and stakeholders

Qualifications and Experience

- Relevant tertiary qualification in social work, psychology, community development, youth work or a related discipline, with postgraduate or management qualifications or equivalent advanced expertise
- Extensive and diverse experience in leading complex human services, including managing multidisciplinary teams and delivering services within legislative and funding frameworks

Mandatory Requirements

- Current Working with Children Check (Employee)
- National Police Check
- Victorian Driver Licence



Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Support Council's business continuity, emergency management and municipal recovery activities when required.

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
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).



Key Selection Criteria

- Demonstrated experience in leading and managing complex family, youth or community services, including oversight of multiple teams or programs.
- Proven ability to develop and implement strategy, policy and service improvements in a human services environment.
- Strong understanding of relevant legislation, regulatory frameworks and governance requirements.
- Demonstrated leadership capability in building team performance, managing people and driving organisational outcomes.
- Highly developed stakeholder engagement, negotiation and partnership skills.
- Strong financial and resource management capability. Position specific Key Selection Criterion

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.