

Position Description	
Position	Youth Program Coordinator
Employer	Blue Sky Community Services
Reports to	Team Leader: Families, Young People and Communities
Responsible to	Program Manager: Families, Young People and Communities
Organisational Team	This position sits within the service delivery stream of the organisation within the Families, Young People and Communities team
Positional Context	<p>This position is funded by the NSW Department of Communities and Justice to deliver and support:</p> <ul style="list-style-type: none"> - Information/Advice/Referral - Social Participation - Advocacy and Support - Community Sector Coordination - Education and Skills Training - Family Capacity Building - Parenting Programs <p>This position works with the Targeted Earlier Intervention (TEI) program and delivers support to children, young people, families experiencing, or at risk of, vulnerability. The program focuses on community strengthening, wellbeing and safety.</p>
Position Overview	<p>The Youth Program Coordinator:</p> <ul style="list-style-type: none"> - works closely with the Youth and Family Facilitator role and plays a pivotal role in the delivery of the Blue Sky Youth and Family Service - primarily works with young people (8-24) and or/their parents or carers, to build individual and family skills and capacities, strengthen communication and relationships, and enhance the safety and wellbeing of children, young people and families - is responsible for the Groundworks Youth and Family Hub, where young people and families can obtain information about a range of supports and services, meet other people, be involved in a range of activities and learn new skills - delivers a range of activities to build the skills and capacities of young people through the delivery of education and life skills workshops. - works within TEI program guidelines that aligns to the Human Services Outcomes Framework, working effectively with participants on targeted outcomes, collecting and reporting on outcomes to ensure the needs of the participants and community are being met - undertakes activities using evidence-based practice drawing on theoretical frameworks appropriate to the needs of children, young people, families and communities, including: <ul style="list-style-type: none"> o individual and family support, brief intervention, information, advice, advocacy, supported referrals and structured and informal group work programs

	<ul style="list-style-type: none"> ○ targeted youth and family capacity building working with participants experiencing complex needs, on a range of issues in the context of child and family safety and wellbeing.
Qualifications and Experience	Relevant qualifications, skills and/or experience that are transferable to performing the role to a high standard.
Key Organisational Competencies	<ul style="list-style-type: none"> - Vision and values alignment - Risk management and safety - Communication and interpersonal skills - Relationship management and teamwork - Compliance and accountability - Quality and continuous Improvement - Knowledge and practice
Positional Competencies	<ul style="list-style-type: none"> - Service outcome and output achievement - Culturally responsive trauma-informed practice strengths-based interventions - Child safe and child friendly practice - Reporting compliance - Resourcing - Practice alignment - Evidence-based practice - Cultural practice - Participant practice - Community development practice - Sector support and development practice - Budget management - KPI achievement

Organisational Competencies		
Competency Area	Competency	Competency Descriptor
Organisational Alignment	Values and Culture Alignment	Demonstrates behaviour, attitudes and practice that are in strong alignment with the organisation's vision, values and code of conduct.
	Compliance	Complies with organisational policies, procedures, delegations of authority and systems.
Professionalism	Professional Standards and accountability	Demonstrates professional behaviour, standards and accountability.
	Professional Obligations	Demonstrates a sound understanding of, and complies with, professional obligations and duty of care, including complying with privacy obligations.
Effective Working Skills	Record Keeping and Reporting	Complies with positional record keeping, documentation and reporting obligations to required timeframes.
	Time and Resource Management	Demonstrates very good organisational, prioritisation, time and resource management skills.
	Technology	Demonstrates confidence and competence in using the technology required in the role.
Safety and Risk Management	Work Health and Safety Compliance	Consistently complies with work, health and safety and risk management obligations, instructions, policies and procedures and systems.

	Workplace Safety	Demonstrates a zero tolerance of bullying, harassment and discrimination.
	Child Safety	Adheres to Child Safe Standards, practices and national Child Safety principles.
Effective Communication	Communication	Demonstrates very good verbal and non-verbal communication skills.
	Emotional Management	Demonstrates very good emotional intelligence and emotional regulation.
Relationship Management	Internal Relationship Management	Demonstrates very good relational, interpersonal and team work skills.
	External Relationship Management	Builds and maintains strong, positive and beneficial stakeholder relationships.
	Participant Relationship Management	Establishes and maintains effective and professional working relationships and boundaries with participants.
	Customer Service	Demonstrates excellent customer service.
Continual Improvement and Development	Continual Learning and Development	Demonstrates continuous learning and development.
	Continuous Quality Improvement	Demonstrates continuous quality improvement.
	Feedback and Complaints	Demonstrates effective complaints and feedback handling.
	Service Evaluation	Actively contributes to organisational and service evaluation and feedback processes.
	Change Adaption	Keeps abreast of changes, and proactively and positively adapts to change.
Knowledge and Practice	Evidence-based Knowledge and Practice	Demonstrates sound working knowledge of underpinning knowledge and practice of service being delivered.
	Inclusive Knowledge and Practice	Demonstrates a strong commitment to human rights. Fosters inclusion. Demonstrates cultural competence.
	Outcome and Output Achievement	Achieves or exceeds positional outcomes and outputs and key performance indicators to required timeframes.

Positional Competencies

Output and Outcome Achievement	Achieves required service outcomes and outputs (as outlined separately and as varied from time to time) to a very good standard of quality to required timeframes.
Reporting Compliance	<ul style="list-style-type: none"> - Complies with positional reporting requirements to deadlines and to the expected standard of quality including but not limited to: <ul style="list-style-type: none"> o completing annual plans to timeframes o providing monthly progress reports to line manager to timeframes o providing annual report to line manager to timeframes o drafting, as need be, funding reports for submission to line manager o providing, as need be, reports to line manager as requested - Ensures achievement of KPIs and continuity of service provision, from working in close collaboration with the Youth Programs Coordinator.
Resourcing	- Resources line manager with information, reports, data and other support as requested.
Practice Alignment	- Is cognisant of and demonstrates the application of relevant standards, practice guidelines and other guiding information within work performed.

Evidence-based Practice	<ul style="list-style-type: none"> - Demonstrates a sound understanding and application of the underpinning service evidence base within work performed.
Cultural Practice	<ul style="list-style-type: none"> - Ensures services are culturally accessible, safe and appropriate for diverse populations.
Participant Practice	<ul style="list-style-type: none"> - Works with participants in person/by telephone or email, to identify their needs, priorities, goals and aspirations and designs; delivers and evaluates programs to build the skills and capacities of participants. - Works with participants who have complex needs and changing circumstances. - Creates a safe and inclusive environment for young people, provides positive guidance and support, advice, referrals and identifies/responds to community needs. - Assists participants to access the resources, supports and (when needed) the services they need to achieve their goals and aspirations. - Assists participants to enhance their confidence, resilience, wellbeing, safety, participation and connection. - Provides direct support to participants, including transporting and accompanying/ supporting participants to appointments, attending case conferences and court. - Provides information to participants about their rights and responsibilities and consent. - Supports and advocates for young people and priority groups who may experience disadvantage, vulnerability and other barriers to inclusion and community engagement. - Plans and delivers programs and activities with young people, ensuring they are engaged in decision making and increasing the impact and opportunities the Groundworks Youth and Family Hub provides. - Maintains up to date participant records and participant notes that are well written, strengths based, factual, objective, clear, succinct and relevant. - Develops and utilises strong mainstream and community services relationships and knowledge to optimise participant and community outcomes, enhance community access and inclusion, to create successful linkages/connections and link participants to services/supports where needed - Assists with parenting programs and activities that strengthen the capacity and skills of parents and caregivers of children and young people. - Plans and delivers workshops and a range of activities to increase social participation including activities delivered during Youth Week and school holidays. - Assists with or facilitates support groups for young people who may experience a range of vulnerabilities. - Works in accordance with theoretical practices, including trauma-informed practice. - Ensures practice is in accordance with the Targeted Earlier Intervention outcomes framework. Monitors and evaluates service activities against client and community outcomes to support practice that is informed by evidence.
Community Development and Sector Coordination	<ul style="list-style-type: none"> - Develops, maintains and utilises strong and extensive community networks, relationships and knowledge to achieve beneficial community and sector outcomes. - Facilitates the local Youth Interagency and coordinates the planning and delivery of activities that enhance young people’s social participation and connection within their communities and builds the capacity of the youth sector. - Consults with community services and other stakeholders to identify salient matters, needs, gaps and strengths to inform planning processes and sector development activities.

	<ul style="list-style-type: none"> - Organises (or assists in organising) and participates in community events and activities to enhance community knowledge, create community connection, raise awareness of salient social matters and to enhance service outcomes. - Participates in a broad range of sector networking and information sharing forums to enhance sector knowledge. - Organises and facilitates community services forums/networks to enhance information sharing and collaboration and to assist community services to adapt to macro change. - Resources communities with information and opportunities via the organisation's information sharing conduits.
<p>Resources, Assets, Sustainability and Budget Management</p>	<ul style="list-style-type: none"> - Participates in budget planning within positional scope and delegation. - Lawfully and effectively expends monies to budgets to required timeframes within positional responsibility. - Complies with financial controls, delegations and authorities. - Achieves relevant non-funding income generation budget targets. - Uses monies only for the purposes they are intended and to achieve service outcomes. - Identifies, reports and redresses financial variances within positional scope. - Achieves relevant non-funding income generation budget targets.