

YMCA POSITION DESCRIPTION – YOUTH SPACE COORDINATOR

Position Title	Youth Space Coordinator		
Group	YMCA Social Impact – Youth Services		
Modern Award / Agreement	Social, Community, Home Care & Disability Services Industry Award 2010		
Classification Level	Level 6.1 – Level 6.3		
Position Status	Permanent Full-Time	Child Facing Role	Blue Card Required
		✓	✓
Safeguarding Classification	Child Facing Position (CF)		
Employment Screening	National Police Check; and Working with Children Check (Blue Card)		
Reports to	Manager, Youth Services or other person who may, from time to time, be appointed.		
Supervises	Youth Workers, Volunteers, Practical Placement Students		

Industry Sector

As the social impact arm of the YMCA, Y-Care, trades as YMCA Social Impact and exists to serve people in our community who are disadvantaged. Social Impact's programs each operate in different areas but share the common theme of assisting people overcome the challenges they face in body, mind and spirit. Services and programs managed by Social Impact fall under the following 5 focus areas: Youth and Education, Healthy Futures, Community Housing, Disability and Social Enterprise. The YMCA Vocational School operates under the Youth and Education focus area.

Position Summary

This position is critical to the operation of the Youth Space. The major tasks associated with the role include:

1. Youth Services – Delivering programs, case work and coordination services, activities and events to young people and their community;
2. Coordinating the use of spaces by youth services; the YMCA Vocational School; community groups and community organizations hiring and operating services within the Space;
3. Administering the maintenance, safety and cleaning of the Space;
4. Supervising a dynamic staff team to achieve agreed goals and outcomes.

Duties and Responsibilities

1. Delivery of Youth Services

- 1.1. Advocate on behalf and for young people in a manner that respects and promotes their rights, and supports young people's voices to be heard;
- 1.2. Form intentional relationships with young people to assist them build assets and strengths, and to navigate their best possible pathway in life;
- 1.3. Provide case work services as appropriate to young people who are either YMCA school students or other young people from the community;
- 1.4. Utilize a strengths-based approach to provide holistic, youth-centered programming and support that moves young people toward creating opportunities in their lives and achieving their potential;
- 1.5. Provide culturally aware and appropriate services in a manner that respects individual dignity and promotes equity;
- 1.6. Provide whole-of-community-focused youth space programming that takes place during the following time periods:
 - Weekday afternoons from 3pm



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- Weekends (as permitted within budgetary constraints)
 - School holidays;
- 1.7. Work with youth work staff to oversee the establishment and on-going development of a youth advisory committee which provides input into the operation of the youth space;
 - 1.8. Develop and use as required a network of individuals, organisations and council personnel to support the successful delivery of the Youth Services program;
 - 1.9. In consultation with management, develop and monitor a program and service budget for the Space;
 - 1.10. Identify means to reduce operating costs without compromising quality or service outcomes;
 - 1.11. Investigate and source additional/supplementary funding resources to enhance the delivery of services;
 - 1.12. Participate, if established or facilitate and maintain a regular and effective forum for local organisations and service providers to share information and develop strategies and priorities for responding to identified needs of young people.

2. Coordination of the Youth Space

- 2.1. Schedule the use of all public areas to accommodate the needs of:
 - Youth Services;
 - The operation of the Vocational Training School;
 - Other services and support for young people, including external partners and visitors;
 - Venue hire users;
- 2.2. Coordinate the use of administrative areas to support the requirements of:
 - Youth Services;
 - YMCA Vocational School;
 - Partners and other agreed users;
- 2.3. Ensure a written agreement is entered into with each third party user and make sure that the rights and responsibilities of each party are maintained;
- 2.4. Coordinate the collection of lease / license fees from third party users as required;
- 2.5. Ensure the condition of all facilities remain fit for purpose and take steps to rectify where required;
- 2.6. Engage contractors to conduct cleaning and maintenance or facility issues.

3. Customer Service

- 3.1. Coordinate a team that provides the highest possible standard of customer service to a wide range of the community;
- 3.2. Immediately respond to customer needs or concerns to ensure the quality of service meets agreed standards;
- 3.3. Handle customer complaints and conflict and take relevant action.

4. Human Resource Management

- 4.1. Provide direction and support to staff, volunteers and program contractors to ensure that they are fulfilling their tasks appropriately and within the YMCA mission and values;
- 4.2. Provide effective and efficient management, supervision and coaching to staff and volunteers;
- 4.3. Ensure that recruitment, appraisal and other HR processes are in line with current YMCA standards;
- 4.4. Assist with the development and implementation of a training and development plan for staff.

5. Impact and Innovation

- 5.1. Collaborate constructively and positively with all School and Social Impact staff, across all sites;
- 5.2. Actively facilitate processes to gather information and evaluate the impact of programs and activities through prescribed methods;
- 5.3. Construct programs and support initiatives in a way that proactively considers how impact will be measured, seeking advice from other relevant team members as appropriate;
- 5.4. Attend and participate in all staff meetings, development and training as appropriate;
- 5.5. Contribute constructively to a positive team culture that actively embraces the YMCA mission and values and promote innovation through commitment to quality improvement.



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6. Reporting to Stakeholders

- 6.1. Assist in analysing and reaching the goals and performance indicators as set out in the business plan and service specifications;
- 6.2. Assist in the gathering of statistical and other information for reports to stakeholders;
- 6.3. Complete monthly operations reports, prescribed annual reports, and all other reporting requirements as specified by funding bodies.

7. Professional Development and Support

- 7.1. Participate in prescribed programs including Professional Development and Review, to develop your practice as a Youth and Community Worker;
- 7.2. Seek and participate in continuing professional development as appropriate, in order to remain up-to-date with innovations and trends in youth work and youth culture;
- 7.3. Use appropriate theory and reliable sources to inform program development and content updates;
- 7.4. Work in a way that is consistent with the Professional Standards of the Australian Community Workers Association Code of Ethics and professional standards.

Safeguarding Children

1. SAFEGUARDING CHILDREN REQUIREMENTS

The status for your position as either child-facing or non-child-facing is outlined on page one of your position description. The YMCA has requirements for both child-facing and non-child-facing roles which are indicated below.

Child-Facing Roles

- 1.1 Declare anything you become aware of through the course of your engagement with the YMCA which a reasonable person would consider could impede your suitability to have contact with children and young people;
- 1.2 Act as an extended guardian towards children and young people where you have interactions and at all times take reasonable steps to prevent abuse and neglect;
- 1.3 Adhere to all policies and procedures relating to safeguarding children and young people and the Safeguarding code of conduct;
- 1.4 Update your details whenever these change, with the relevant department administering the working with children check or equivalent in your state/ territory of residence, as required by applicable laws;
- 1.5 Complete a Working with Children Check (Blue Card) prior to commencement and maintain currency throughout employment;
- 1.6 Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
- 1.7 Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures;
- 1.8 Participate in safeguarding children and young people training as directed;

Non-Child-Facing Roles

- 1.9 Participate in safeguarding children and young people training as directed
- 1.10 Use standardised methods for receiving and responding to feedback and complaints from children, young people and their families;
- 1.11 Any new program initiatives are to include consultation with children and young people, using standardised practices and resources;
- 1.12 Maintain a working knowledge of policies and procedures relating to safeguarding children and young people;
- 1.13 Attend any other training legally mandated by your role in relation to safeguarding children and young people;
- 1.14 Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities.

General

2. GENERAL REQUIREMENTS

- 2.1 Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;
- 2.2 Comply with all Policies and procedures
- 2.3 Maintain confidentiality of all YMCA information, records and files;



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- 2.4 Complete the YMCA Induction and other required training as required by organisational policy and procedures;
- 2.5 Uphold, promote and comply with the policies, mission and values of the YMCA;
- 2.6 Any other duties as determined by the Chief Executive Officer as required.

Health and Safety

3. WHS RESPONSIBILITIES FOR ALL EMPLOYEES / VOLUNTEERS

- 3.1 Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- 3.2 Be familiar with the YMCA WHS Policy and other health and safety policies, procedures and requirements;
- 3.3 Accept responsibility and accountability for compliance and cooperation with all WHS policies, procedures and practices established by the YMCA;
- 3.4 Report all hazards, near-misses, incidents and injuries in accordance with organisation policy and procedures;
- 3.5 Wear appropriate clothing, footwear and protective equipment for the work performed and work environment;
- 3.6 Properly use equipment, including any relevant safety equipment or devices;
- 3.7 Participate in discussions and consultation on the management and resolution of WHS risks;
- 3.8 Accurately complete all required WHS documentation relevant to position and work activities being undertaken
- 3.9 Continually monitor the workplace for hazards so as to minimize the risk to both customers and staff;
- 3.10 Make suggestions for improvements to health and safety practices within the workplace;
- 3.11 Take reasonable care for your own health and safety and that acts or omissions do not adversely affect the health and safety of others;
- 3.12 Comply with any reasonable instruction that is given by the YMCA for ensuring health and safety.

Key Physical Requirements

1. Walking / standing – Frequent
2. Sitting – Constant
3. Squatting/ bending/kneeling – Frequent
4. Working outdoors – Frequent
5. Fine motor skills (keying, typing) – Constant
6. Gross motor skills (e.g. setting up, packing up) – Frequent
7. Lifting/carrying up to 10kg - Occasional

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)

Position Requirements / Selection Criteria

Essential:

1. Tertiary Qualifications in human services, social work or a related field and significant demonstrated experience working with young people;
2. Demonstrated skills in youth engagement/empowerment processes;
3. Up-to-date knowledge of the labour market, employability skills and job acquisition strategies; the ability to impart this knowledge to young people in engaging and creative ways
4. Excellent facilitation, negotiation, problem-solving, liaison and communication skills including well developed written and oral skills;
5. Passion for giving disadvantaged people in our community a real opportunity to realise their potential in body, mind and spirit
6. Highly developed skills for working within a team environment to provide Individualised support and action plans for young people that enable them to realise opportunities, and grow in academic and vocational capacity
7. Demonstrated ability supervising a staff team to achieve operational goals and in accordance with organisational requirements
8. Computer literacy and prior experience using a range of office software including Word, Excel;
9. Current First Aid and CPR certificate
10. Possess or be willing to obtain a positive notice Blue Card in accordance with the Working Children (Risk Management and Screening) Act 2000 and a National Police Check and International Police Check (if applicable);
11. Achievement of YMCA's Safeguarding Children Training Certificate and complete annual refresher training

Desirable:

1. A current valid driver's licence.



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Approval

Date Position Description Revised:	January 2020
Position Description approved by:	Chief Executive Officer
Date of Approval:	

