

## YMCA POSITION DESCRIPTION – Program Coordinator – Uplift Youth Program

<b>Position Title</b>	Program Coordinator – Uplift Youth Program		
<b>Group</b>	YMCA Youth Programs		
<b>Position Status</b>	Contract, Part-Time	Child Facing Role	Blue Card Required
		✓	✓
<b>Safeguarding Classification</b>	Child Facing Position (CF)		
<b>Employment Screening</b>	National Police Check and Working with Children Check (Blue Card)		
<b>Reports to</b>	Group Manager - Operations		
<b>Supervises</b>	Uplift Volunteers		

### Industry Sector

Formed in 1864, the YMCA of Brisbane services over 10,000 members of the community every week and operates programs from over one hundred and eighty sites in South East Queensland. The YMCA works from a base of Christian values to provide opportunities for all people to grow in body, mind and spirit. The services we provide at the YMCA help fund the benevolent arm of the organisation, Y-Care (South East Queensland) Inc.

We are guided to achieve our mission by four key values: honesty, respect, caring and responsibility.

The Youth Empowerment division provides a suite of programs that are for young people, by young people. Uplift is a free 10-week group exercise program for anyone aged 16 - 25 years who may be experiencing anxiety, symptoms of depression, or overwhelming stress. By providing a structured, supportive environment in which to exercise, Uplift seeks to achieve relief of anxiety, symptoms of depression, or overwhelming stress.

### Position Summary

The focus of the Uplift Program Coordinator is to safely deliver the Uplift program, continuously improve the program and develop the program brand. The coordinator will be responsible for promotion, engagement and program administration, as well as recruiting, engaging and supporting the program delivery team, including volunteers.

### Benefits to Successful Applicants

The Uplift Program is an exciting professional opportunity to be employed by internationally renowned organisation in a specialised role. Importantly, employees gain real experience positively changing the lives of young people. The successful applicant will learn useful transferable knowledge and skills related to programmatic delivery, marketing and promotional strategies and concepts as well as gain an insight into events management. The Group Manager - Operations will provide supervision and ongoing professional development and support.

### Duties and Responsibilities

#### 1. Program Engagement, Support and Reporting

- 1.1 Ensure consistent delivery of Uplift program across each delivery site;
- 1.2 Develop and implement strategies that support an increase in overall program engagement and retention amongst participants;
- 1.3 Actively seek to increase the number of youth related networks that support the program in each of the geographical delivery locations.
- 1.4 Ensure the program is meeting the YMCA mission and vision, along with the program's strategic plan and objectives;
- 1.5 Ensure the program is accurately measured using appropriate impact measurement tools within appropriate timeframes.
- 1.6 Screen potential participants and support into external support services, where required;
- 1.7 Develop targeted promotional strategies to build brand awareness;
- 1.8 Develop and implement online and offline marketing strategies to grow program participation;
- 1.9 Develop and implement a communications plan to ensure effective communication with relevant stakeholders;
- 1.10 Support the promotion of YMCA products and services, including other youth programs and activities;

- 1.11 Conduct scheduled surveys of participants and volunteers and identify key areas for improvement;
- 1.12 Complete scheduled program reports.

## **2. Volunteer Management**

- 2.1 Recruit, induct and oversee compliance by Uplift volunteers with all YMCA onboarding, training, policies, procedures and risk management systems;
- 2.2 Provide mentoring, support, training and information to the Uplift volunteers;
- 2.3 Ensure volunteer engagement and satisfaction levels.

## **3. Program Funding**

- 3.1 Work within the agreed Uplift program budget;
- 3.2 Prepare submissions for core and supporting funding for the delivery of the Uplift program, including private sector sponsorship;
- 3.3 Source additional funding opportunities for the Uplift program including grants and fundraising activities;
- 3.4 Provide a monthly activity report including outcomes achieved, case studies, financials and any areas of concern;
- 3.5 Manage program finances and provide financial reports as requested.

## **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.

- 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;
- 1.9 Use standardised methods for receiving and responding to feedback and complaints from children, young people and their families;
- 1.10 Any new program initiatives are to include consultation with children and young people, using standardised practices and resources;
- 1.11 Maintain a working knowledge of policies and procedures relating to safeguarding children and young people;
- 1.12 Attend any other training legally mandated by your role in relation to safeguarding children and young people;
- 1.13 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;
- 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 – Occasional
4. Working outdoors – Occasional
5. Fine motor skills (keying, typing) – Constant
6. Gross motor skills (e.g. setting up, packing up) – Occasional
7. Lifting/carrying up to 10kg – Occasional

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

## Position Requirements / Selection Criteria

1. Demonstrated passion for advancing youth mental health;
2. Knowledge and understanding of marketing campaigns and promotion strategies and concepts;
3. Digitally savvy with strong knowledge of digital marketing tactics;
4. Excellent written and verbal communication skills;
5. Demonstrated high level of computer literacy in software applications including Microsoft Office suite of programs (Word, Excel, Outlook and PowerPoint)
6. Currently possess a First Aid and CPR certificate;
7. Currently possess, or be willing to obtain, a Mental Health First Aid certificate;
8. Currently possess, or be willing to obtain, a National Police Check and a positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000;
9. Achievement of YMCA's Safeguarding Children Training Certificate and complete annual refresher training.

## Approval

Date Position Description Created / Revised:	January 2021
Position Description approved by:	Chief Executive Officer
Date of Approval:	

