

POSITION DESCRIPTION



Overview of Northside Community Service:

Northside Community Service is a leading provider of community services. We are committed to delivering exceptional care standards and embracing diversity within our community. Our aim is to enhance the well-being and quality of life of all our clients.

Position Title: Youth Engagement Officer

Classification Level: Northside Social and Community Services Employee Classification Level 4-5 (as per Northside's Enterprise Agreement)

Reports To: General Manager – Compliance and Quality

Position Objective:

The Youth Engagement Officer delivers ongoing support and engagement services, enhancing the quality of life for young people by promoting skills development and independence. This role assists with onboarding new clients and focuses on continuous process improvements, compliance, data privacy, and effective communication to ensure high client satisfaction. Additionally, the Youth Engagement Worker engages in community outreach, builds relationships with local organisations, and identifies emerging needs among youth.

Key Responsibilities and Duties:

- **Direct Client Services:**
 - Provide a safe, secure, and welcoming drop-in space for all young people.
 - Engage with young people through targeted outreach activities and support the Youth Engagement program.
 - Build strong relationships with young people to enhance their well-being and promote skills development and independence.
 - Offer support, including case management, information, referrals, and advocacy as needed.

- **Community Engagement:**
 - Collaborate with local services, schools, and colleges to support youth engagement.
 - Promote Northside's Youth and Community Development activities and services to other organisations.
 - Assist in organising and delivering events, groups, and social/educational activities.

- **Process Improvement:**
 - Conduct needs assessments for young people in the target group.
 - Implement and monitor Northside's procedures, ensuring user rights, access, equity, confidentiality, and appropriate referral strategies.
 - Actively seek and incorporate feedback from service users to enhance services.

Reviewed by	Human Resources	Review Date	2/10/2024
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- Identify and implement opportunities to improve service delivery efficiency and effectiveness.
- **Training and Compliance:**
 - Participate in team processes, including meetings and supervision.
 - Share responsibility for general office duties and housekeeping.
 - Develop and maintain professional links with other team members.
 - Stay updated on regulatory requirements related to youth engagement and data management.
 - Engage in training and development sessions to enhance professional skills and ensure compliance with industry standards.
- **Monitoring and Reporting:**
 - Complete administrative tasks promptly, maintaining accurate statistical information and participating in all reporting processes.
 - Report to the General Manager on any changes in client health and wellbeing or requests for increased services.
 - Maintain accurate client records and time sheets.
- **Client Onboarding:**
 - Manage the onboarding process for new clients, from initial contact to full integration into the program.
 - Assess client needs and eligibility during initial intake interviews and consultations.
- **Stakeholder Communication:**
 - Communicate clearly and effectively with team members.
 - Provide support, feedback, and resources to other team members.
 - Maintain open and effective communication with young people and their families to ensure they are fully informed throughout the engagement process.
 - Liaise with other community organisations as required.
 - Represent Northside responsibly in day-to-day activities.
- **Safety and Support:**
 - Ensure the drop-in space is safe and supportive for all young people.
 - Implement the highest safety standards.
 - Provide support to young people, including case management, information, referrals, and advocacy as necessary.
- **Additional Responsibilities:**
 - Foster a positive and inclusive environment that encourages youth participation and empowerment.
 - Stay informed about current trends and issues affecting young people to better address their needs.
 - Develop and implement innovative programs and activities that engage and inspire young people.
 - Advocate for the needs and rights of young people within the community and the organisation.

Essential Skills, Knowledge, and Experience:

1. Demonstrated past experience in working with young people, particularly those with multiple needs, at risk, or from diverse backgrounds.

Reviewed by	Human Resources	Review Date	2/10/2024
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2. Manage the entire client onboarding process, assessing and meeting the needs of young people effectively.
3. Build strong relationships and communicate effectively with young people, families, staff, and service providers.
4. Demonstrated ability to work independently and report accurately to the supervisor.
5. Excellent verbal and written communication skills.
6. Align program schedules with organisational capacities and participant requirements.
7. Address and resolve youth-related challenges efficiently.
8. Deliver high-quality, youth-focused services that respect independence, dignity, and cultural values.

Qualifications and/or Training:

- Vocational or Tertiary qualifications in Youth Work, Community Development, or other relevant field.
- Relevant certificate in Business Administration, Community Services, or a similar field with substantial relevant experience (minimum 3 years).
- Full driver’s license.
- Full-time access to a comprehensively insured car.

Physical Requirements/Work Environment

- The position requires use of personal vehicle to deliver Northside services.
- Driving to clients’ or partnership organisations’ locations.
- Prolonged periods of sitting at a desk and working on a computer
- Regular lifting, manual handling tasks
- Able to work some evenings, weekends & public holidays.
- Able to work some on-call time.

General Employment Information:

Northside Community Service is committed to creating a child-safe, diverse, and equitable environment. We adhere to strict safety and anti-discrimination policies and encourage applications from diverse community groups. All employees must comply with our Code of Conduct, Health, and Safety policies and are subject to national police checks and appropriate screenings.

Signature

The employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			

Reviewed by	Human Resources	Review Date	2/10/2024
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