



Position Description

Title:	Youth Program Coordinator
Department:	Sparkways Mentoring
Reports to:	Team Leader - Mentoring
Location:	Western Suburbs, office in Flemington with flexible work from home days
Status/FTE:	Part-time (0.7 FTE – 26.6 hours per week), maternity leave cover 6 months – 2 years with possible extension
Award:	SCHCADS Award Level 3 or 4, subject to experience (<i>Social, Community, Home Care and Disability Services Industry Award 2010</i>)

About Sparkways

Founded in 1883 as the Try Society, Sparkways has a long and proud history, working to empower children and young people to reach their potential. Today Sparkways is a social purpose organisation, delivering access to early learning and care, and mentoring for the vulnerable and those at-risk.

Sparkways Vision and Values

Sparkways' vision is to **spark opportunity, belonging and growth**.

Our purpose is to **create pathways for lifelong learning and social inclusion**.

We have four core values:

1. **Inclusion** – Build our diverse and inclusive culture.
2. **Inspiration** – Inspire children and young people.
3. **Commitment** – Commit to each other.
4. **Growth** – Strive to increase quality, impact, and outcomes.

We are committed to making a difference for individuals and communities, which will last a lifetime. We choose to be positive. We seek opportunities to be responsive and innovative.

Child safety

Sparkways is a child safe organisation. Child safety is a critical aspect of all roles and responsibilities. All employees must fully read, understand, and ensure they work within the bounds of the child safety policy and code of conduct.

Sparkways promotes the rights of all children to participate, have purpose, and be protected from harm. Sparkways has a zero tolerance of any behaviour or attitudes that might cause harm to children.

About the Mentoring Program

The Sparkways Mentoring Program pairs young people, who have previous or current involvement in Child Protection, with responsible, screened and trained adult mentors. This strengths-based program helps young people with experiences of trauma, family violence, disadvantage, mental health issues, developmental delays, discrimination, set and achieve goals important to them with the help of a reliable adult mentor. Using a Positive Youth Development Model, our trained mentors spend 12 months with each young person to help build their resilience, skills, abilities, passions, to help them reach their full potential.

About the position

The role of the Youth Program Coordinator is to support matched mentors and mentees in the Western Region throughout their 12 months in the program within the community with tasks including:

- Case management for mentors, mentees and their families
- Support and supervision for mentors, mentees and their families on the ground with coaching, review meetings, match meetings, assessments, support calls, goal setting
- Manage training, development, supervision and support for the volunteer mentors
- Run Activity days that bring together all mentors and mentees to do a fun activity together e.g. mini golf, rock climbing, bowling, etc.
- Run Peer Mentoring PD group training sessions with all mentors
- Support program evaluation and monitoring procedures
- Engaging with external stakeholders and building relationships with schools, community organisations to help recruit mentors, mentees and promote the program

Key performance indicators and measures

Key performance indicators and measures will be set together as part of induction and orientation.

Internal stakeholders	Team Leader - Mentoring Other Youth Program Coordinators Intake & Support Officer – Youth Program Corporate Services, Finance and People & Culture Other Sparkways Australia staff
External stakeholders	Volunteers Program participants and their families Local Government Authorities Other program stakeholders

Responsibilities and duties

Responsibilities shown in this description reflect the primary functions of the position and should not be interpreted as an exhaustive list of duties and activities.

Volunteers

- Deliver information sessions and connect with key stakeholders such as local agencies, councils and the community to assist with the volunteer recruitment process
- Assess, select and screen volunteers based on the program’s guidelines
- Facilitate initial mentoring training sessions and ongoing mentor training professional development throughout their 12 months on the program
- Manage caseload to support, supervise and coach volunteer mentors throughout their 12 months through match/review meetings, assessments, support calls, goal setting, etc.

Young people

- To assess the suitability and level of need of the young people referred to the programs based on the relevant readiness tools

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- Manage caseload and support young people throughout their time in the program through initial interviews, support calls, supervision, coaching, match/review meetings, etc.
- Ensure the programs remain youth-centred, strengths-based and have a positive youth development focus
- Engage with family members and guardians of children engaged in the program to support their involvement and provide them supervision and referral opportunities

Match support & supervision

- Responsible for matching young people with suitable volunteers
- Responsible for supervising the match for its duration and providing coaching support to the volunteer, young person and their family
- Assess, review and evaluate the match in accordance with the set objectives, and ensure all program documentation, evaluations, reports and case notes are up-to-date
- Manage care team meetings with other relevant stakeholders to support the match
- Facilitate match activity days with mentors, mentees and families to engage in fun activities (e.g. bowling) and graduation celebrations for each match

Commitment to child safety

- Contribute to an organisational culture of child safety; develops and maintain a culture in which children feel valued, respected and cared for
- Foster opportunities for each child to participate, express their views and to learn and develop
- Act in the best interests of each child and has zero tolerance of child abuse
- Take all reasonable steps for each child's safety and wellbeing at all times
- Actively manage the risks of abuse or harm to each child, including fulfilling the duty of care and legal obligations to protect children and prevent any reasonable, foreseeable risk
- Follow processes for responding and reporting suspected child abuse
- Recognise, respect and promote cultural identity and the safety of Aboriginal children, children from culturally and linguistically diverse backgrounds and children with a disability

Administration

- Maintain accurate and timely case notes, reporting, filing, correspondence and general maintenance of program procedures
- Contribute to program development and evaluation
- Actively contribute to continuous improvement and accreditation processes
- Help write and develop training content

Program promotion

- Effectively promote Sparkways and Sparkways Youth programs to members of the public in a positive manner
- Liaise and network with other community agencies and groups, identifying and responding to community needs and engaging new communities where possible
- Seek opportunities to deliver innovative and new programs
- Participate and assist in activities and events where needed
- Engage with external stakeholders and building relationships with schools, community organisations to help recruit mentors, mentees and promote the program

Other

- Ensure the safety, wellbeing and harm minimisation all of children and young people in line with Sparkways Child Safe Policies and the Child Safety Standards
- Undertake professional development in line with strengthening capacity
- Positively participate in regular supervision and team meetings
- Abide by the Sparkways Mentoring and Sparkways' Policies & Procedures, operate within the Code of Conduct and safety policies and procedures
- Perform all tasks in line with the Sparkways values and consistent with the organisational strategic direction
- Other projects and duties as required

Occupational health and safety

- Contribute to a healthy and safe environment for self and others and comply with all OH&S safe working procedures and instructions including Sparkways' policies and procedures
- Perform duties in a safe and professional manner without causing injury or financial loss to self, other employees, contractors or the public
- Report any injury, illness, hazard and near miss incident to their manager/supervisor as soon as they are detected in accordance with Sparkways procedures
- Comply with safety directions agreed between management and the employees through the consultation process
- Participate in workplace inspections, drills, audits and risk assessments

Personal accountability

- Comply with Sparkways' values, code of conduct, policies and procedures and relevant government legislation and standards
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Sparkways' employees and external stakeholders in accordance with Sparkways' values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Identify opportunities to integrate and work collaboratively across teams
- Attend mandatory training sessions (i.e. Equal Employment Opportunity, health and safety) and mandatory training specific to position
- Provide and maintain a current WWC or VIT.
- Provide information to lodge Australian Police Records checks as required
- Inform your manager immediately if you have been charged with an offence, or face an Apprehended Violence Order, that could impact your WWC card status, VIT registration, Driver's Licence, Australian Police Clearance and/or professional standing.

Selection criteria

We are looking for someone who is passionate about young people and getting the best outcomes for them. Someone who is empathetic, understanding, open, honest and articulate, that can work and collaborate as part of a team and work well on their own, and has a high level of self-awareness and awareness of others. We value someone who can listen actively, confidently respond to people's needs and is dependable and organised. Our team values someone who has a growth mindset, is willing to learn and be flexible, and who we can support to grow in their career path and in the role.



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- Qualifications & requirements
 - Relevant tertiary qualification – Youth Work, Social Work, Psychology, Community Services, Community Development, Education, or related, desirable but not essential
 - Driver’s Licence valid in Victoria
 - Ability to work flexible hours (weekends & evenings) from time to time
 - Valid Working with Children Card for Victoria
 - Acceptable Australian Police Clearance
 - International police check/s as required

- Experience
 - Understanding of and experience working with and providing support to vulnerable young people and families (e.g. with experiences of trauma, abuse, neglect, mental health difficulties, etc.)
 - Demonstrated proficiency in using a positive, youth centred, strengths-based approach in structured programs
 - Demonstrated knowledge in coaching and goal setting techniques
 - Demonstrated proficiency in case management, case-noting, record keeping, confidentiality and child safe practice
 - Positive results in partnership management and networks with relevant internal and external stakeholders

- Competencies
 - Ability to supervise, coach & develop volunteers
 - Ability to facilitate and deliver training to small groups (10-15 people)
 - Aptitude to plan and organise work to achieve specific tasks and set objectives in an efficient and timely manner.
 - Capability to build and manage relationships with internal staff and key stakeholders at all levels.
 - Knowledge of other relevant sector networks, reforms, standards and legislation
 - Proficient in the use of Microsoft Office applications

This position description is subject to review and may change in accordance with Sparkways’ operational, service and consumer requirements.

Agreement

I have read the description of this position and agree to the standards and expectations of the role and the organisation.

Name	
Signature	
Date	