



Position Description: Drop-In Youth Lead

Organisation: Redfern Youth Connect (Australia) Limited
Program: Drop-In
Reports To: Operations Manager / Executive Director
Contract Term: Initial 6-month term, with possibility of extension
Classification: SCHADS Award 2025 – Level 3 Paypoint 3 (pro rata)

1. Position Purpose

The Drop-In Youth Lead is responsible for the successful planning, coordination, delivery, and resourcing of community centre-based services under the NSW Department of Communities and Justice (DCJ) Targeted Earlier Intervention (TEI) Program. The role focuses on delivering early help and support to Aboriginal children, young people, families, and communities experiencing, or at risk of, vulnerability in the Sydney, Bayside, and Randwick Local Government Areas (LGAs), ensuring a safe, supportive, and well-managed service environment.

2. Key Objectives & Performance Indicators

The Coordinator will ensure the service meets the program objectives, focusing on Social Participation and Community Engagement.

A. Service Delivery & Coordination

- **Social Participation:** Initiate and facilitate community activities (social, cultural, recreational, youth, art, or language activities) to encourage connectedness, social inclusion, and participation, aligning with TEI outcomes and Redfern Youth Connect's core values.
- **Access & Connection:** Provide a safe, welcoming space for the target group to meet, interact, and volunteer, including access to resources, mentoring, informal learning, and connection opportunities.

- **Community Engagement:** Facilitate planning activities and consultation sessions with community members to develop plans addressing community needs (e.g., child protection, health, education, employment) and achieving TEI outcomes.
- **Target Population Reach:** Ensure service delivery reaches the target of 32 clients (Aboriginal children, young people, families, and communities) over the contract term.
- **Feedback & Evaluation:** Conduct regular surveys and feedback sessions to gather client satisfaction outcomes and support continuous improvement.
- **Transportation:** Coordinate secure after-hours transportation for youth and families to ensure safe return home, reducing the number of young people on the streets late at night.

B. Team Leadership & Resource Management

- **Staff Supervision:** Manage and supervise Casual Youth Workers, including:
 - Day-to-day guidance, coaching, and direction
 - Regular supervision meetings and performance feedback
 - Ensuring adherence to organisational policies, safety standards, and cultural protocols
- **Food and Meal Coordination:** Oversee the provision of meals and food services, including:
 - Planning and coordinating healthy, culturally appropriate meals and snacks
 - Managing food budgets and procurement
 - Ensuring compliance with food safety and hygiene standards (HACCP or equivalent) and managing dietary requirements/allergies
- **Safety and Compliance:** Ensure all premises and activities comply with WHS legislation and child-safe standards.

C. Practice & Target Group Focus

- **Cultural Safety:** Ensure all services are culturally safe, effective, and accessible, specifically supporting Aboriginal children, young people, families, and communities.
- **Early Intervention Focus:** Engage with clients experiencing vulnerabilities, providing early help to prevent risks from escalating.
- **Practice Principles:** Embed TEI Practice Principles—Person Centred, Strengths Based, Evidence-Informed, Holistic and Collaborative, Capability Building, Trauma Informed, Flexible, and Responsive.

D. Collaboration & Reporting

- **Partnerships:** Maintain and strengthen referral pathways and partnerships with government and non-government services across the Sydney, Bayside, and Randwick LGAs to ensure seamless, warm referrals.
 - **Data Collection & Reporting:** Maintain accurate and timely client and service delivery records, including mandatory DEX reporting (client demographics, sessions, SCORE outcomes).
 - **Compliance:** Adhere to the NSW Human Services Agreement Standard Terms, TEI Program Specifications, and all relevant child safety, privacy, and financial management policies.
 - **Operations:** Assist Senior Management as required.
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3. Essential Criteria

- Demonstrated experience in coordinating and delivering community-based programs, preferably within human services, youth work, or family support.
 - Demonstrated leadership and supervisory experience, including managing casual staff, rostering, and performance support.
 - Strong understanding of the issues, strengths, and challenges of Aboriginal communities in South Eastern Sydney.
 - Cultural capability and experience working effectively with Aboriginal people and communities.
 - Working knowledge of prevention and early intervention frameworks (e.g., TEI) and the ability to apply trauma-informed and strengths-based practice.
 - Excellent communication, networking, and stakeholder management skills, with the ability to maintain strong interagency partnerships.
 - Proven ability to manage resources, including coordinating food/meal preparation and ensuring compliance with hygiene standards.
 - Proficiency in data collection, record-keeping, and performance reporting, with experience using or willingness to learn systems such as DEX.
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Redfern Youth Connect Core Values

*Redfern Youth Connect is guided by the core values of **TRUST**, which underpin all programs, relationships, and community engagement.*

Teamwork

We collaborate, support one another, and work together with community to create safe and empowering environments for young people and families.

Respect

We honour culture, identity, lived experience, and the knowledge held within Aboriginal families and communities.

Unity

We stand together with community, fostering belonging, connection, and collective strength.

Safety

We prioritise physical, emotional, and cultural safety in every program, interaction, and decision.

Truth

We act with honesty, transparency, and integrity, ensuring our work reflects the real needs, voices, and aspirations of the community.