



position description

Job Title:	Community Engagement Officer - GBIG
Position ID:	New
Location:	Dharawal and Darug Nations Campbelltown St Mary's On-site
Division/Programme:	Client Services - Work Prep and Social Enterprise – Get Back in the Game (GBIG)
Immediate Manager:	Team Leader – GBIG
Direct Reports:	Nil

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

yourtown has a zero-tolerance approach to abuse and we believe that Safeguarding is a shared responsibility of all, for all.

purpose of the position

To engage young people in education, training and employment pathways through flexible hub and mobile outreach services, building community connections, coordinating referrals, reducing barriers to participation, and supporting improved engagement, retention and successful outcomes. Engaging closely with Community organisations and RTO providers to generate opportunities for member engagements.

responsibilities

May include, but are not limited to:

- Develop networking and creative community engagement and referral strategies and develop a plan to reach the program target cohort:
 - Be an active Ambassador of **yourtown** both internally and externally.
 - Assess young people's eligibility to participate across various **yourtown** programs
 - Utilise existing networks and connections to further develop and leverage on relationships across community groups, businesses and government departments.
 - Create and review new local networks and connections to generate referrals and increase program awareness.

- Maintain regular contact with community groups and networks and provide external representation at events, forums, meetings and other activities to keep abreast of local activities that are relevant to sourcing participants.
- Provide creative solutions for ideas on how to reach target cohort, including targeting the parents or other support networks of the participants.
- Build an action plan based on engagement strategies and undertake specific, targeted activities;
 - Develop and maintain a timeline of activities to achieve program KPIs.
 - Plan and deliver targeted promotional, marketing and community engagement activities to generate referrals and participant interest.
 - Build, maintain and strengthen relationships with internal and external stakeholders, networks and community groups to promote the program, identify opportunities and maintain a strong community presence.
 - Maintain accurate records of promotional activities, referral sources and prospective participants.
 - Provide information sessions for participants and their parents/carers or support networks.
 - Liaise with the National Employment Services Operations Team to ensure branding, social media and promotional materials comply with organisational requirements and protocols.
 - Promote yourtown services professionally and in accordance with organisational values.
 - Transport young people in yourtown vehicles to program activities, interviews and support agencies.
- Identify and secure training/education or employment opportunities for young people to achieve outcomes, including:
 - Build rapport and strong relationships with schools, training organisations including NSW TAFE and employers to grow a network of contacts, maintaining a database and pro-active contact regime
 - Build and maintain rapport with young people to help them gain skills through training/education or sustainable employment
 - Build and maintain relationships with internal and external stakeholders including yourtown services and networks, Local Community Groups and Industry, Government Agencies, Employers, NSW Tafe, schools and Training Organisations.
 - Actively participate and respond to employment and training opportunities that are distributed by these groups
 - Identify the needs of employers and negotiate and provide solutions that are relevant to their workforce needs and that of the young people, including work experience
 - Promote and place young people into employment vacancies and opportunities appropriate to their abilities and interests
 - Develop and deliver strategies to market young people utilising a variety of methods including cold calling, reverse marketing, industry networking, advertising analysis, and internet research

- Actively promote and place young people into employment vacancies and opportunities appropriate to their abilities and interests
 - Engage, advocate and work closely with potential employers to secure potential work experience and employment opportunities for clients including apprenticeships and traineeships
- Undertake tasks that support the enrolment, assessment and planning phase with clients such as;
 - Undertake a comprehensive capability assessment and provide subsequent support on the clients work readiness
 - Provide mentoring and advice on career pathways and vocational training
 - Support clients in becoming work ready including job search training, resume and job application development and interview preparation
 - Facilitate individual and group workshops designed to overcome barriers to employment
 - Establish and maintain a strong relationship and rapport with clients
- Undertake activities as required that are relevant to implementing a new program.
 - Regularly work across the local geographic area, travelling to schools, RTOs, education providers, employers and community locations to build strong face-to-face relationships and referral networks.
 - Achieve individual KPI's and team goals to meet outcome targets set for the workplace and deliver program requirements.
 - Understand a diverse range of challenges affecting disadvantaged young people in securing sustainable employment.
 - Understand and meet quality and compliance requirements as per program obligations.
 - Establish and maintain professional and effective working relationships with internal and external stakeholders and a variety of modalities.
 - Develop and maintain client records, data and any other relevant documentation within the relevant systems and in line with yourtown's practices.
- Work within team to ensure complex and multiple barriers to employment are overcome by:
 - Organising and attending joint case management meetings with relevant stakeholders as required to ensure comprehensive case management is achieved
 - Support the Senior Pathways Coach in assessments of clients and strategies designed to overcome barriers, build on a young person's strengths and create a pathway to workforce participation
- Undertake post placement support activities to promote educational outcomes, such as;
 - Provide the training organization with support and mediation assistance in resolving problems
 - Provide client with mentoring and support to remain in training/education

- Participate in and meet the requirements for Practice Supervision and Client Skills Training.
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:
 - Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective.
 - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services.
 - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance Framework.
 - From time to time assist in other locations and travel intrastate, or interstate, as required.

at yourtown our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.
- Invest in their own ongoing professional development and leadership capability through active learning, seeking and giving feedback, and participating in **yourtown** leadership impact opportunities.
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce.

selection criteria

Essential knowledge, skills, abilities:

- Certificate IV level qualification in a relevant field, such as Community Services, with a minimum of two (2) years' experience in employment services, a Registered Training Organisation (RTO), or a similar setting; or a minimum of four (4) years' equivalent experience.
- Demonstrated experience in engagement and mentoring of unemployed young people experiencing high levels of disadvantage; particularly supporting young people in the transition from school to work.
- Ability to effectively advocate for young people
- Demonstrated understanding of, disadvantaged young people (including young parents, Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse backgrounds), and the challenges that they face to employment
- Successful experience in planning and undertaking promotional and marketing activities to source, attract and retain target cohort into a program, based on the understanding of the participant group
- Strong interpersonal skills to build relationships with a variety of stakeholders across Government, community and business groups to create referrals, as well as a proven ability to interact, build rapport with and motivate young people (with complex and multiple barriers to employment) both face to face and through online channels.

- Demonstrated ability to develop local community networks, and knowledge of the range of government and community organisations and networks that are involved in providing services to young people
- Demonstrated understanding of and commitment to the opportunities for change in the lives of young people
- High level of organisational skills and the capacity to achieve quality outcomes within time and resource constraints
- Computer literate, strong administrative skills and demonstrated attention to detail with a commitment to accuracy and quality, particularly in the context of compliance and case notes.

requirements

The Community Engagement Officer – GBIG must always:

- Comply with the relevant state or territory requirements for working with children.
- Maintain satisfactory National Criminal History Check.
- Possess an unrestricted current Driver's Licence.
- Comply with **yourtown's** immunisation procedure.
- Demonstrate conduct compliant with **yourtown's** Code of Conduct.
- Maintain confidentiality and discretion in all matters.
- Align to the mutuality of safety and wellbeing for self and others in all **yourtown** workplaces and work related activities.
- Uphold the **yourtown** safeguarding commitment in every aspect of their role.

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
V1.0	Jodie McAloney	25/08/2026	25/08/2026	New Position - Funded