

Youth Participation and Project Officer

Classification	Band 6	Position Code	CWLSOFYSYPPO
Department	Life Stages	Directorate	Community Wellbeing
Approved FTE	0.8	Date Reviewed	August 2026
Location	Bentleigh Library and Youth Hub (Youth Services)		
Reports to	Coordinator Youth Services		
Direct Reports	N/A		

Our Values

Collaboration	Respect	Service Excellence	Integrity	Innovation
Working better together	Being understanding and considerate	Delivering for our customers	Being open and honest	Expressing ideas and adding value

About the Role

Lead and coordinate youth participation, engagement and community development initiatives that strengthen young people's voice, influence Council decision-making, and improve wellbeing outcomes. Working collaboratively across Council and the community, the position designs, delivers and evaluates evidence-informed projects, partnerships and engagement opportunities that respond to the needs and aspirations of young people in Glen Eira.

Key Responsibilities

- Advise Council staff on ways to effectively engage with young people in the development of plans and implementation of projects.
- Coordinate the administration of youth surveys and in consultation with Coordinator Youth Services, develop and implement actions that respond to survey findings.
- Design, implement, manage and evaluate youth development projects, programs and initiatives that respond to identified community needs and align with Council priorities.
- Develop and maintain collaborative partnerships with schools, community organisations, government agencies and internal Council departments to improve outcomes for young people.

- Research emerging youth issues, demographic trends and evidence-based practice to inform project planning and service development.
- Prepare high-quality reports, Council briefings, funding acquittals, project proposals, evaluation reports, risk assessments and other documents.
- Monitor project budgets, timelines, risks and deliverables to ensure projects are delivered within agreed timeframes and funding requirements.
- Facilitate and support the development and ongoing functioning of youth services' engagement programs.
- Contribute to the daily operation and provision of service from the Bentleigh Library and Youth Hub, including customer service, reception support and program delivery as required.
- Other duties as deemed relevant and necessary for the delivery of Youth Services programs as directed by the Coordinator Youth Services.

OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to policies and procedures to minimise injury and damage to assets and property.
- Adhere to Council's Health and Safety, equal opportunity, and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights.
- Actively participate in reporting matters of health, safety, and Council asset damage.
- Demonstrate and promote workplace behaviour that does not discriminate, bully, or harass.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions.
- Contribute to the effective protection of Council in accordance with the Council's risk management policy and procedures.
- Act compatibly with human rights and consider human rights when making decisions.
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements.
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.
- Ensure Occupational Health & Safety and Privacy Act regulations applicable to the position are complied with.

Key Selection Criteria

- Demonstrated commitment and adherence to organisational values and behaviours.
- Completed a tertiary qualification in Youth Work, Community Development, Social Work or related field with some relevant experience or through lesser formal qualifications and relevant experience in Youth Work or related field.
- Demonstrated experience in designing and delivering youth programs, consultations and engagement activities events, and services within a youth participation framework.
- Demonstrated ability to analyse community needs, consultation findings and data to inform service planning and continuous improvement.

- Highly developed written communication skills, including preparation of Council reports, funding submissions, briefing papers and project proposals.
- The ability to advocate for young people and their interest in a Local Government context.
- Experience in project management, including administration, budget management and time management skills to deliver outcomes within set time frames.
- The ability to work collaboratively with Council departments, youth service providers and key stakeholders on a shared outcome.
- A demonstrated knowledge in issues pertaining to young people in Glen Eira.
- The ability to work productively and positively within a team environment.

Who you will be working with

Internal relationships	• Family, Youth and Children's Services Staff, IT, Communications Engagement and Advocacy, Libraries Arts and Culture, and other internal areas as required.
External relationships	• Young people, parents and carers, local Glen Eira schools, other local governments, and community organisations.

What we are all responsible for

Health, Safety and Wellbeing: We contribute to a workplace that is physically and psychologically safe for ourselves and others. This includes adhering with relevant policies, procedures, legislation and risk management practices. We act in accordance with these requirements and contribute to a positive and proactive safety culture.

Diversity, Equity and Inclusion: We foster an inclusive, respectful, fair and welcoming workplace for all. Inclusion and belonging are central to our culture and guide how we work together. Every individual has the right to feel safe, heard, valued and supported. We value diversity and actively create pathways for all employees to participate, contribute and grow.

Child Safeguarding: We foster a strong child safeguarding culture through the consistent application of our policies and procedures. We actively uphold these requirements, including our Child Safeguarding Policy and Child Safeguarding Code of Conduct, to prevent, report and respond to child abuse and harm.

Sustainability: We play an active role in responding to the climate emergency and raising awareness to support a sustainable, safe and health future for us all. We embed climate change action in everything we do.

Fraud and Corruption: We contribute protecting Council by adhering to the Risk Management Framework and Policy, the Fraud and Corruption Policy and Fraud and Corruption Control System.

Local Government requirements

Accountability and Extent of Authority

The following outlines the Accountability and Extent of Authority required by the Youth Participation and Project Officer:

- Manage resources and provide specialist advice within area of expertise.
- Provide specialist advice on youth participation, engagement and community development practices to internal and external stakeholders
- Develop and maintain productive partnerships with community organisations, schools, government agencies and Council departments to achieve shared outcomes.
- Contribute to service planning, continuous improvement and innovation by identifying emerging issues, opportunities and evidence-informed responses.
- Research funding opportunities, and in consultation with the Coordinator Youth Services, prepare and present high- quality briefings and funding submissions to enhance the service or activities and programs offered.
- Manage allocated project budgets, resources, timelines and risks to ensure successful project delivery.
- Work collaboratively while exercising a high degree of autonomy in managing competing priorities and delivering agreed outcomes.
- Ability to assist the public with their enquiries and direct enquiries to the appropriate team member or external organisation.
- Input into the daily organisation and operation of the Bentleigh Library and Youth Hub (including OH&S at the centre, team meetings, backfill of programs and reception cover as needed).
- Be responsive to customer needs by taking responsibility for actions and following queries from start to finish.
- Perform all duties in an approach which is consistent with empowering young people and families.

Judgement and Decision Making

The following outlines the extent of judgement and decision making required by the Youth Participation and Project Officer:

- Comprehensive knowledge of Council Plan, Community Wellbeing Plan, and other strategies relevant to Youth Services, and young people in Glen Eira.
- Analyse qualitative and quantitative data, consultation findings and demographic information to identify community needs and inform service planning.
- Exercise initiative in identifying opportunities to improve youth participation, partnerships and service delivery while seeking guidance on complex or high-risk matters.
- Monitor project performance and recommend improvements based on evaluation findings and emerging best practice.
- Be responsible for problem solving and making decisions regarding portfolio of projects. Decisions are subject to review by Coordinator Youth Services.
- The work may involve utilising your previous experience to assist in improving and developing services.
- The incumbent will regularly be required to assess work or requests for work and determine the most appropriate and efficient method(s) from a range of available alternatives for completion of that work.
- Guidance and advice are usually available.

Compliance and Conditions of Employment

Conditions of employment are in accordance with Councils policies, procedures and Code of Conduct.

This role will require the following compliance checks:

- National Police Check
- Valid working rights within Australia
- Pre-employment Health Declaration
- Working with Children Check (Employee)
- Verification of qualification/s

Other information

- Victorian Driver's Licence is mandatory.
- The position is located at the Bentleigh Library and Youth Hub; however the incumbent may be required to travel to other Council offices from time to time.
- This role requires the incumbent to work on-site.
- Glen Eira City Council is a Child Safe organisation and is committed to ensuring the wellbeing and safety of young people.

Skill requirements

Management Skills

The following describes managerial skills required by the Youth Participation and Project Officer:

- Manage multiple concurrent projects with competing priorities while meeting deadlines and funding requirements.
- Experience in developing and maintaining strategic collaborative partnerships.
- Coordinate consultants, contractors, volunteers and project stakeholders where required to achieve agreed outcomes.
- Capacity to integrate one's workload within team objectives and priorities one's workload regarding weekly deadlines.
- Skills in managing time, setting priorities, planning, and organising own workload.
- Ability to work well and contribute to a positive team environment.

Interpersonal Skills

The following describes the interpersonal skills required by the Youth Participation and Project Officer:

- Demonstrated ability to engage, influence and communicate effectively with young people, community members, colleagues and senior stakeholders.
- Excellent written communication skills, including drafting reports, funding applications, briefing papers, project proposals, service agreements and evaluation report.
- Effective public speaking skills tailored to different audiences.
- Ability to establish collaborative relationships and negotiate positive outcomes across diverse stakeholder groups.
- Ability to gain cooperation, liaise and foster partnerships and relationships with internal and external partners.

- Flexibility to work in a dynamic team environment.
- Understanding and ability to empathise, respond and be actively interested in young people.
- A willingness to learn and show initiative.

Specialist Skills and Knowledge

The following describes the specialist knowledge and skills required by the Youth Participation and Project Officer:

- Understanding of current and emerging issues affecting young people and the broader youth services sector.
- Well-developed advocacy skills and the ability to provide advice and guidelines in relation to matters relating to young people.
- Demonstrated knowledge of contemporary youth participation, community development and co-design principles.
- Knowledge of the role of Council's Youth Services portfolio within a Local Government environment, and in the context of the broader youth services sector.
- Experience designing and facilitating youth engagement activities, workshops and consultation processes using inclusive and participatory approaches.
- Develop collaborative partnerships and networks with internal and external stakeholders.
- Project management skills, including monitoring and evaluation outcomes.
- Familiarity with relevant budgeting techniques and financial management reporting.
- Understanding of equity, diversity, inclusion, cultural safety and trauma-informed approaches when working with young people.
- Highly effective facilitation skills to support the running of in person and online programs.
- Knowledge of Child Safe standards, mandatory reporting obligations, privacy requirements and relevant legislation.

Qualifications and Experience

- Degree qualification in Youth Work, Community Development or Social Work or a related discipline, with demonstrated relevant experience, or an equivalent combination of qualifications and substantial experience.
- Demonstrated experience delivering youth participation, community development or youth engagement initiatives within a local government or community services environment.
- Experience in leading projects from planning through implementation, evaluation and reporting.
- Experience in working in partnerships to deliver shared goals.
- Demonstrated experience facilitating programs or events.
- First Aid and CPR certificate
- Mental Health First Aid Certificate - desirable.

Performance Review

The Youth Participation and Project Officer will be required to participate in the Council's Performance Development and Review process. This involves planning and agreeing to work and skill development objectives and reviewing and assessing achievements on a regular basis.

The Youth Participation and Project Officer may also be required to carry out other such duties as are within the limits of the employee's skills, competence, and training. These will be discussed as part of the Performance Review process.