

Position Description



EMPOWERING. WELCOMING. EVIDENCE INFORMED.

*SUPPORTING AND ADVOCATING FOR YOUNG
PEOPLE WITH COMPLEX NEEDS*

POSITION TITLE:	Program Coordinator
LOCATION:	Youth Junction Sites across Metropolitan Melbourne
CLASSIFICATION:	Maximum Term
REPORTS TO:	Program Manager
DIRECTLY MANAGES:	Skills First Reconnect, Youth Umbrella Project
EXTERNAL LIAISONS:	Young people and families, Community Groups, Tenants/Services staff, Volunteers, Local, State and Federal Government Departments, Education providers, Professional Bodies, and the Business Community.
AWARD:	Social, Community, Healthcare and Disability Services industry Award 2010. Level 5
DATE:	October 2026

ORGANISATIONAL OVERVIEW:

The Youth Junction Incorporated is a leading provider of holistic programs and services that support and advocate for young people with complex needs. We are passionate about helping young people strengthen their resilience, build confidence, and achieve their goals. We are committed to providing innovative, ethical, empowering, inclusive, and collaborative services. Our team of experienced and qualified professionals has a deep understanding of the challenges faced by young people with complex needs, and we are committed to working with them to create a positive future by:

- Working with young people to develop personalised plans that address their individual needs and goals.
- Providing a range of holistic services, including counselling, case management, education and training, employment support, and housing assistance.
- Working closely with our strategic collaborators to ensure that young people have access to the full range of support they need.
- Advocating for young people at the individual, systemic, and policy levels.

The Youth Junction Inc. are committed to making a positive difference in the lives of young people with complex needs.

POSITION OBJECTIVES:

To provide line management support to the Service Delivery teams, and to assist the Program Manager and Chief Executive Officer to coordinate the overall delivery of the TYJ funding contracts to ensure meaningful strategic viability and effectiveness.

This leadership positions aims to create a youth enabling environment allowing young people to take the lead, be the experts and empower them to thrive.

The Program Coordinator demonstrated Case management and Leadership experience, sound judgment, is personable and agile and has an ability to prioritise competing demands with an outstanding ability to work well in a team and

build relationships across a complex service sector to facilitate and achieve timely, consistent impactful and evaluated outcomes.

POSITION RESPONSIBILITIES:

Key Responsibilities:

1. Supervise a multidisciplinary team of youth/social workers.
2. Support Case Managers to apply contemporary and best practise Youth Engagement and Case Management Principles in the delivery of funded programs.
3. Support staff in the delivery of funded programs aligned to funding contracts and the TYJ Strategic Plan.
4. Under the direction of the Program Manager, design, drive, monitor and review the key milestones and tasks relating funded Programs.
5. Design and implement new and innovative processes with young people that strengthen networks and opportunities to codesign Youth Junction Programs.
6. Share resources, provide advice, and raise awareness of issues relating to access and inclusiveness of services for young people.
7. Maintain effective engagement and communication with other employees at all levels, and other relevant stakeholders.
8. Work under the guidance and direction of the Program Manager to share idea, identify and report opportunities to continuously improve the operations of The Youth Junction.
9. Manage and monitor project budgets.
10. Promotion of programs to external services and the wider community on a continuous basis.
11. Monitor, respond and anticipate the changing needs of the community in the provision of the youth area.
12. Ability to work flexibly to meet the operational needs of the young people and the organisation, including work outside of normal business hours.
13. Adhere to all Youth Junction policies and procedures as relevant to this position.
14. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.
15. Manage and oversee student placements.
16. Support front desk operations and oversee shared Hub spaces.
17. Respond to and manage incidents that occur within the Hub.

Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Empowering
- Welcoming
- Evidence Informed

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with TYJ's OHS policies, procedures, and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behavior does not discriminate, bully, or harass others.
- Take responsibility for your own safety and that of others.
- Proactively report any incidents, injuries, hazards, or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity e.g. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with complex clients and situations.
- Demanding deadlines.

Child Safe:

The Youth Junction is committed to being a Child Safe Organisation and has zero tolerance for child abuse. The focus of our work is on children and young people under the age of 25. We recognise our legal and moral responsibilities in keeping children and young people safe from harm and promoting their best interests. We have specific policies, procedures, and training in place to support employees, volunteers, and contractors to achieve these commitments. We create environments where all children have a voice and are listened to, their views are respected and they contribute to how we plan for, design, and develop our services and activities.

We are committed to:

1. Preventing child abuse occurring within our services, programs, and facilities
2. Creating an organisational culture of child safety
3. Setting clear expectations of employees, volunteers, and contractors as to what is required to keep children safe.
4. Ensuring employees, volunteers, contractors are clear about their responsibilities when they suspect abuse of a child.
5. Ensuring all suspected abuse is reported and fully investigated.

KEY SELECTION CRITERIA:**Qualifications:**

1. Tertiary qualification in Social Work, Youth Work, or relevant field with several years related experience.
2. Level 2 First Aid Certificate, or willingness to obtain.
3. Working with Children Check.
4. Victorian Police Check.

Essential:

5. Several years of demonstrated experience leading, supporting and development high performing teams.
6. Demonstrated experience in youth services, community development and crime prevention.
7. Exceptional interpersonal skills including the ability to positively liaise and negotiate with a range of stakeholders to the highest level.
8. Manage the development of operations policies and procedures relating to funded programs, including a coordinated approach to service delivery that meets the needs of young adults and stakeholders.
9. The ability to operate effectively, efficiently, and flexibly with experience in managing competing priorities and multiple workflows.
10. A demonstrated awareness of culturally sensitive practise when providing service or support to Aboriginal, Torres Strait Island, CALD or LGBTIQ+ young people.
11. Demonstrated ability to deliver successful outcomes in a timely and consistent manner.

Desirable:

12. Experience in the development of program logic and evaluation framework.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Authority to make decisions and implement strategies in relation to projects and issues as appropriate.
- Authority to act independently with only general guidance.
- To ensure the efficient and effective development and implementation of Youth Junction Programs and activities according to policy objectives.
- Direct staff as required.
- Assist in the selection and induction of staff as required.
- Accountable for always maintaining a high level of professional ethics.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- Position will be required to make professional and sometimes complex judgements with guidance as required in the implementation of programs informed by The Youth Junction Plans and Funding Agreements.
- Appointment of staff as required.
- Authority to trial new youth initiatives in accordance with TYJ policies.
- Application of professional knowledge and experience in dealing with the community's needs or in developing or reassessing services.
- Identify and analyse a range of policy options and develop recommended actions to address emerging issues.
- Demonstrated ability to problem solve, develop solutions, lead, and show initiative in new and unexpected situations.
- Display high level judgment and decision-making skills regarding issue identification and response development, with consideration of the multiplicity of stakeholders.
- Harness current research into the effects of discrimination on the wellbeing and mental health of young people and apply this in a problem-solving manner to a local context.
- Display a lateral approach to addressing challenging issues.
- Make professional judgment and decisions critical to the department.
- Ability to identify, analyse and resolve problems accordingly.

SPECIALIST SKILLS AND KNOWLEDGE:

- Demonstrated knowledge of the impact of discrimination on youth wellbeing.
- Strong understanding of the State and Federal Government Youth policies and strategies and the ability to interpret and explain such policies.
- An understanding of research principles and methodologies particularly in the youth and community development areas.
- High level of skills in effective communication, report writing, and relationship building.
- Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures.
- Knowledge of the relevant research pertaining to the experience of young people.
- Good interpersonal skills with a demonstrated ability to communicate effectively with individuals and groups internal and external to TYJ.
- Ability to interpret, apply and clearly explain decisions to both the members and staff.

MANAGEMENT SKILLS:

- Ability to manage time and set work priorities, work on several different projects simultaneously and respond to immediate needs.
- Project management including time management in relation to achieving project objectives.
- Understanding and an ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies.
- Knowledge of recruitment and selection procedures and techniques, position descriptions and employee development schemes.
- Demonstrated ability to be a self-initiator and ability to work with minimal supervision.
- Demonstrated ability to establish and meet timelines.
- Demonstrated experience in developing, implementing, and managing projects including associated staff.
- Demonstrated ability to perform financial analysis and manage budgets.
- Demonstrated ability to facilitate an integrated and holistic approach to working with young people and their families.
- Ability to contribute to long term staffing strategies.
- Assist in the selection and induction of staff as required.
- Demonstrated ability to provide leadership and management to a multi-disciplinary team.

INTERPERSONAL SKILLS:

- Strong written and verbal communication skills, including report writing skills.
- Work with external organizations to develop partnerships to discuss and resolve specialist problems within the youth area.
- Ability to gain cooperation and support of others to achieve goals.
- Demonstrate values and behaviours consistent with maintaining a positive team culture.
- Proven leadership qualities
- Ability to liaise and establish working relationships with young people and their families, government authorities, schools, service agencies and community groups.
- Ability to negotiate and resolve specialist problems with a range of stakeholders.
- Ability to work positively with staff of varying professional backgrounds.
- Ability to articulate complex issues in a range of forums.