Position Description

The Smith Family
Learn today, change tomorrow.

General Information	
Position Title:	Indigenous Youth Leadership Program Support Officer, Program Delivery
Team/Program and Function:	Indigenous Youth Leadership Program
Location(s):	Flexible
Manager's Position Title:	Indigenous Youth Leadership Program Manager
Date Prepared:	October 2026
Prepared By (Position Title):	Indigenous Youth Leadership Program Manager
Approved By (Position Title):	Group Manager, Community Programs & Delivery

Primary Purpose of this Position

To support culturally safe and effective delivery of the Indigenous Youth Leadership Program, and support students, families and Education Partner schools. This role will deliver learning and leadership development activities and make sound assessments and recommendations to the IYLP Program Manager.

Scope

Direct Reports (by position title)	Indirect Reports (total number)
• Nil	• Nil
Financial Dimensions Controlled by this Position	
Direct control	**Indirect control**
• N/A	• May monitor expenditure and provide information or recommendations to the Program Manager.

Other Dimensions of this Position

- National program delivered across multiple Education Partner schools and locations
- Manages an allocated group of schools and students
- Makes recommendations about applications and scholarship allocations
- The allocation of schools, students and other work to this role is determined by the team and may change in response to program priorities.

Setting Priorities

How often does this position prioritise, schedule, and manage their workload?	• Daily
How often does this position prioritise, schedule, and manage the workload of others?	• As required when coordinating volunteers or agreed activities

Key Relationships

Internal	• IYLP Program Manager • IYLP team • Group Manager, Community Programs and Delivery • Relevant Finance, Risk, Child Safety, Business Information Services and other TSF teams
External	• IYLP students, families and carers

	• IYLP Education Partner schools • National Indigenous Australians Agency (NIAA) • Aboriginal Community Controlled Organisations and community stakeholders • Other program partners and service providers

Key Decision Making in this Position:
Decisions Expected
• Prioritisation of workload • Determine day-to-day approaches to engagement and follow-up with allocated students, families and schools • Resolve routine program delivery matters and escalate sensitive, complex or high-risk issues to the Program Manager.
Recommendations Expected
• Assessment of applicants and suitability for IYLP • Scholarship allocations and participant support, including relevant financial recommendations • Responses to behavioural, wellbeing, engagement or school concerns • Program quality improvements, relationship priorities and emerging risks.

Key Responsibilities / Accountabilities:	
Major Area: Student and Family Relationship Management	**% of Job Total: 45%**
Develop and maintain strong relationships with allocated students and families to support their continued engagement in the Program.	
Support students to develop, implement and review individual learning and leadership development plans.	
Deliver or coordinate mentoring, coaching, leadership development and other approved program activities in culturally safe and responsive ways.	
Identify and respond to participation, educational, wellbeing or safeguarding concerns in line with organisational requirements.	
Support students and families to understand program requirements, opportunities and available supports.	
Maintain accurate and timely records of participant activity and outcomes.	
Major Area: School and Stakeholder Relationship Management	**% of Job Total: 25%**
Develop and maintain strong relationships with allocated Education Partner schools.	
Keep the Program Manager abreast of student progress, relationship matters, risks and opportunities.	
Represent IYLP and The Smith Family externally within the agreed scope of the role.	
Major Area: Program Administration, Assessment and Reporting	**% of Job Total: 30%**
Support the development, implementation and review of individual student learning plans.	
Assess applications against program guidelines and prepare clear recommendations for the Program Manager.	
Consider student learning support needs and recommend appropriate learning support, additional support or education-related funding within program guidelines.	
Maintain accurate records of learning plans, assessments, recommendations, funding requests and decisions.	

Identify gaps, risks or missing information and escalate these before recommendations are finalised.
Contribute to program administration, reporting, review and continuous improvement.
Undertake administration directly connected to allocated students and delivery of the Program.

Key Challenges in Achieving Goal(s):
• Building trust and maintaining culturally safe relationships across geographically dispersed schools, students and families. • Balancing planned work with changing participant needs, school priorities and program deadlines. • Using judgement independently while recognising matters requiring escalation to, or decision by, the Program Manager. • Maintaining confidentiality, accurate records and consistent quality across a national program.

Qualifications, Experience and Competencies:		
Education/ Qualifications/ Memberships:	**Essential**	**Desirable**
	• Nil	• Certification in relevant field
Experience:	**Essential**	**Desirable**
	• Demonstrated cultural sensitivity, cultural knowledge and experience working with Aboriginal and Torres Strait Islander young people, families and communities. • Experience supporting young people through mentoring, coaching, teaching or another support function. • Experience building relationships with schools, families and diverse stakeholders.	• Experience in scholarship, education, leadership development or youth programs. • Experience assessing applications and conducting interviews. • Relevant experience in mentoring, coaching, teaching, youth work, education, community services working with Aboriginal and/or Torres Strait Islander Youth
Competencies:	**Essential**	**Desirable**
	• Ability to work independently, take initiative and make sound recommendations within program guidelines. • Strong written and verbal communication skills with diverse groups of people. • Ability to manage competing priorities, work collaboratively and maintain accurate records. • Willingness to travel as and when required. • Ability to meet all child safety and screening requirements. • Intermediate to advanced skills in MS Word, Excel, Outlook and Powerpoint	• Experience using client or participant management systems • CRM

Every Team Member at The Smith Family:
• Is expected to uphold The Smith Family's values and culture; • Understands and complies with the Child Protection Framework; • Complies with work, health and safety systems, and takes reasonable care for the health and safety of self and others; • Reports injuries, hazards and incidents and participates in risk management as required; • Understands and supports The Smith Family's commitment to reconciliation.