

# isaSKILLS



Mount Isa Skills Association  
IsaSKILLS

PO Box 1283, Mount Isa, QLD, 4825  
Phone: (07) 4747 3535 / Fax: (07) 4749 5608  
[www.isaskills.org](http://www.isaskills.org)

ABN 73697336567

## POSITION DESCRIPTION

*Prepared for: Youth Support Coordinator*

<b>POSITION TITLE:</b>	<b>Youth Support Coordinator</b>
<b>INDUSTRIAL INSTRUMENT:</b>	Labour Market Assistance Industry Award 2010
<b>RESPONSIBLE TO:</b>	Longreach Site Manager
<b>RESPONSIBLE FOR:</b>	No delegates
<b>LOCATION:</b>	<b>LONGREACH</b> Position will require travel to sites to communities covered by the Mount Isa Skills Association Inc—Longreach Job Futures (Longreach Cluster)

### ABOUT THE ORGANISATION

**Mount Isa Skills Association Inc (isaSKILLS)** is a non-profit organisation which delivers various programmes into the community for Employment, Training, Youth and Disability services.

**isaSKILLS** was formed to provide training and employment related assistance to Jobseekers and employers in Mount Isa, Cloncurry, Longreach, Normanton and the surrounding regions. Our highly trained staff are dedicated in providing you with a quality service that is second to none.

Primarily, **isaSKILLS** relies on funding from federal and state Government Departments. The number of Departments providing funds has increased over the years since 1997. **isaSKILLS** acquires additional income through fee-for-service work, such as accredited and industrial training, labour hire, and other miscellaneous non-core activities.

## POSITION DESCRIPTION

**POSITION TITLE: Youth Support Coordinator**

*The Youth Support Coordinator position is for Secondary School Students who require support between the 12 and 18 years who may be at risk of not completing secondary school. The Youth Support Coordinator provides support to Youth at risk of disengaging from learning prematurely and families of young people at risk of disengaging from learning prematurely.*

### BACKGROUND

The Youth Support Coordinator seeks to provide a comprehensive and integrated framework for responding to the needs of Longreach, Winton, Hughenden, Aramac, Barcaldine, Alpha and Blackall students and their families, in secondary schools, across the levels of primary prevention and early intervention.

The position seeks to ensure secondary schools have equitable access to, and maximum use of, community based agencies and organisations that can provide support services to young people and their families. Furthermore the role includes identifying service gaps and developing strategies to respond to those gaps.

The Youth Support Coordinator aims to strengthen and enhance the resilience, well being and connectiveness of young people aged between 12 - 18 years in Longreach and outreach sites

### KEY RESULTS AREAS

#### Service Development and Implementation

Co-ordinate the implementation of the Youth Support Coordinator project across Longreach and outreach sites.

- Identify and maintain key partnerships and school/community relationships and establish networks and formal protocols to facilitate ongoing communication between all parties.
- Work collaboratively to establish/strengthen networks between community services providers within Longreach and surrounding areas to enhance support services, educative programs and information provision to young people and their families, which integrates schools, community agencies and the IsaSKILLS using a community development framework.
- Establish and facilitate processes between schools and relevant youth and community agencies, which address the needs of young people 'at risk'.
- Explore, develop and promote processes that improve young peoples access to support services either directly or indirectly.
- In conjunction with Longreach Site Manager and/or Programs General Manager establish objectives, strategies, timelines and review procedures.
- Develop and implement effective strategies to address service gaps and key issues identified.
- Review existing data on the needs and issues of young people in Longreach and surrounding areas and undertake further research to identify current service gaps and duplication of service provision.
- Be responsible for the ongoing management of the Youth Support project in conjunction with the Longreach Site Manager and/or Programs General Manager.
- Work, in collaboration with Longreach and surrounding areas youth and family services, on service development and provision to ensure young people and families are supported effectively.

## **Communication and Networking**

Facilitate the Youth Support project for the Longreach and surrounding areas to promote effective communication by collaborating with other relevant stakeholders. This funded service will work closely with

- Aboriginal and Torres Strait Islanders Organisations
- Community Support Services
- Family Support Services
- Counselling Services
- Accommodation Support Services
- Other Youth Service Providers

Within the community of Longreach and outreach services for young people living in Central Western Queensland including Winton, Hughenden, Aramac, Barcaldine, Alpha and Blackall.

- Enhance the community partnerships and coordination between community services and schools.
- Work with existing youth service providers to enhance the quality and coordination of services to young people.
- Develop information and training opportunities for relevant school staff to inform them of the Youth Services project and to increase their skills in identification of young people at risk, early intervention and the resources available to them.

## **Administration**

- Complete relevant documentation and reports as required by contract and by IsaSKILLS.
- Undertake general administrative tasks, including the preparation of written reports and correspondence as required.
- Participate in staff meetings and planning days.
- Market the Youth Services project within Longreach and surrounding areas, to schools, relevant community based agencies and organisations and the general public, on an ongoing basis.
- Coordinate the Youth Coordinator school based programs registration process and assist with administration of programs.

## ORGANISATIONAL RELATIONSHIP

Reports to:	Longreach Site Manager
Internal Liaisons:	Other IsaSKILLS departments.
External Liaisons:	Local service providers, support and education services

## QUALIFICATIONS AND EXPERIENCE (Preferred)

- Qualification/s in Youth or a related field.
- Experience working in either the community or education sector.
- Experience in, or knowledge of, education and school environments.
- Applicants must have a demonstrated capacity to develop and maintain effective networks within the education sector.

## KEY SELECTION CRITERIA

- Qualifications in, Youth or a related field.
- Experience working in either the youth community or education sector.
- A demonstrated capacity to establish rapport and professional working relationships with schools, service providers, and community agencies.
- An ability to assist schools to plan, develop and implement a range of interventions to meet the diverse needs of young people who attend school in Longreach and surrounding areas.
- Demonstrated knowledge of confidentiality, needs assessment and management of case/support plans
- Demonstrated ability to work effectively within a team environment.
- Demonstrated knowledge of issues affecting young people and an understanding of the youth service system.
- Demonstrated knowledge of Microsoft Office Word, Publisher, Outlook & Power Point
- Demonstrated knowledge of Quality Assurance Policies and Procedures
- Working with Children – Blue Card

## CHARACTERISTIC BEHAVIOURS

- Effective communication skills with a high level of client achievement.
- Ability to provide ongoing leadership to youth
- Commitment to working within a team environment.
- High level of written and oral communication skills.
- Strong intervention skills.
- Decisiveness and soundness of judgement.
- Proven and consistent problem solving ability.
- High level of energy and enthusiasm.
- Initiative and innovative thinking style.
- High levels of integrity and loyalty.

### IsaSKILLS Job Futures Values

In IsaSKILLS Job Futures we:

- share a commitment to social justice and environmental sustainability
- foster open and honest communication based on trust and respect
- celebrate diversity by nurturing individuals' skills and strengths in order to achieve our common goals
- respect the wellbeing of each individual, and support staff to achieve a work-life balance
- encourage individual and collective learning and creativity
- strive for excellence, continuously improving our organisation
- value open discussion and debate so that everyone has a say in decisions that affect us all
- are passionate about what we do

<b>Approved by CEO</b>		<b>Agreed by Incumbent</b>	
<b>Date</b>	2010	<b>Date</b>	