

Position Description

Jobs Coach - Youth

Position Title:	Jobs Coach - Youth	Directorate:	Executive Office
Position Number:	100065	Department:	Executive Office
Employment Status:	Full-Time	Position Type:	Indoor Employee
Employment Type:	Fixed Term Contract – 30 September 2027	Location:	St Matthews Church, Glenorchy
Classification Structure:	Grade 3		
Reports to:	Glenorchy Jobs Hub Coordinator		

PRIMARY PURPOSE:

The primary function of this role is to provide employment, training and education support to young Tasmanians aged 15–25 engaged through the Glenorchy Jobs Hub program. The role assists young people to identify career pathways, improve employability skills, access training and employment opportunities, and transition successfully into sustainable employment, apprenticeships, traineeships, further education or training. This role also works closely with employers, schools, training organisations and community partners to strengthen pathways between young people and local employment opportunities

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Jobs Coach - Youth** reports to the **Glenorchy Jobs Hub Coordinator** for all operational and management matters.
- The role is a key contributor to the Executive Office Team and will liaise with all employees of Council.

2. External:

- The role will liaise with external stakeholders such as members of the public, ratepayers, residents, visitors, contractors, and other professional groups and consultants.

Accountabilities And Responsibilities

Youth Employment Coaching and Support	▪ Provide employment coaching and career pathway support to young people aged 15 – 25. ▪ Assist young people to identify employment, training and education goals and pathways. ▪ Deliver job readiness support, including resumes, job applications, interview preparation and workplace skills. ▪ Monitor participant progress and provide post-placement support to promote sustainable employment outcomes. ▪ Participate in events and community activities that promote youth employment and career opportunities. ▪ Liaise with the Business Relationship Partner and Jobs Hub Coordinator to identify emerging vacancies, industry demand, and potential employer partnerships.
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Stakeholder Engagement	▪ Engage with schools to develop and deliver programs in partnership with the Hub and other stakeholders to prepare young people for industry relevant training, education, and employment. ▪ Connect young people with training opportunities and pre-employment programs internally and externally with stakeholder. ▪ Collaborate with schools, registered training organisations, employment services, government agencies and community organisations to improve pathways for young people. ▪ Build strong relationships with employers and industry representatives to identify workforce needs and employment opportunities for young people. ▪ Work with partner organisations to address barriers and improve youth employment or training outcomes and strengthen local pathways to work.
Team Work and Collaboration	▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability. ▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members. ▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture. ▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community. ▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time. ▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks. ▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication ▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.
Customer Service	▪ Represent the Council in a professional and positive manner ▪ Ensure that a high standard of customer service is maintained to both internal and external customers. ▪ Identify and contribute to opportunities for continuous improvement in service delivery.
Organisational Responsibilities	▪ Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard. ▪ Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations. ▪ Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees. ▪ Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery. ▪ This role may require reasonable after-hours activities and overtime when required by business needs.

Governance, Risk and Compliance	▪ Undertake all activities in accordance with Council's code of conduct, values, policies, procedures, delegations and legal obligations. ▪ Comply with Work Health and Safety (WHS) policies, procedures and safe work practices. ▪ Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements. ▪ Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements. ▪ Proactively identify areas of non-compliance and support the implementation of corrective actions. ▪ Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks. ▪ Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed. ▪ Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements.
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Key Selection Criteria	
Desirable	▪ Qualifications in Youth Work, Community Services, Career Development, Employment Services, Education, Human Services or a related field. ▪ Experience working in workforce development, recruitment, employment services or school-to-work transition programs. ▪ Knowledge of Tasmanian youth employment, education and training landscape.
Licences	▪ Current registration to work with vulnerable people (RWVP) ▪ Drivers Licence (preferred but not essential)
Skills and Experience	▪ Demonstrated experience working with young people (15–25 years) in employment, education, training, youth work, community services or a related field, supporting positive employment and career outcomes. ▪ Demonstrated understanding of youth employment pathways and barriers, with experience coaching, mentoring or supporting young people to achieve employment, training or education goals. ▪ Strong stakeholder engagement skills, with the ability to build and maintain productive relationships with young people, employers, schools, training providers and community organisations. ▪ Highly developed communication and interpersonal skills, including the ability to engage, influence, and work effectively with diverse individuals and groups. Demonstrated ability to build trusting relationships using trauma-informed, strengths-based, and person-centred approaches that empower individuals to achieve their goals and improve outcomes. ▪ Demonstrated organisational skills and self-management, including the ability to work autonomously, manage competing priorities, maintain accurate records and deliver agreed outcomes.

Work Environment

Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.

We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices.
- Supporting fair and equitable access to employment, promotion, training, and personal development.
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people.

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.



Our Values

**WE RESPECT EACH OTHER**

We respect the skills, knowledge and diversity of our team mates
Everyone is heard and is valued
We care for the well-being and safety of each other
We check in on each other without being prompted
Listening and being listened to matters

**WE ARE TRUSTED**

I've got your back and you've got mine
We do what we say we will
We are empowered
Have honest and open conversations
We are trusting and trustworthy
We learn from our mistakes and share what we learn

**TOGETHER WE ARE BETTER**

Robust and thoughtful decision making together
Solving important problems together
We reach out to others and across teams for help
We collaborate more and handball less
Share our skills and knowledge

**WE DELIVER**

We serve and stand up for our community
We knuckle down and focus on what matters
We are courageous and determined to find a way
We seek opportunities to continually improve outcomes and then we act on them

Our Culture

This is OUR WAY to achieve results through our people and teams to make Glenorchy a better place every day.

WE FOSTER AND MODEL A CULTURE WHERE:

We **RESPECT** others and their viewpoints as being as important as our own
We trust and are **TRUSTED** by each other
We know that by working **TOGETHER** we achieve better outcomes
We take personal responsibility, and together we **DELIVER** for our community

ACKNOWLEDGEMENT:

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	