

POSITION DESCRIPTION

Position Title:	Youth Connector	Directorate:	Corporate Services
Position Number:	100065	Department:	Human Resources
Employment Status:	Full time	Section:	Jobs Hub
Employment Type:	Fixed Term Contract	Location:	Chambers / St Matthews Church
Classification:	Schedule A, Salary Point 10		
Reports to:	Jobs Hub Coordinator		

PRIMARY PURPOSE:

The primary function of this role is to provide support to young Tasmanians (15-25) seeking employment, apprenticeships, training, or further education, engaged through the Glenorchy Jobs Hub program and support them in their journey.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

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

2. External:

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

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:



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.

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

KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
Job Seeker Support and Coaching	<ul style="list-style-type: none">• Working alongside the Youth Network of Tasmania and the Regional Hubs Network, assist in the development and implementation of a Youth Connectors Program to deliver specialised, youth specific services.• Develop and maintain effective relationships with local businesses and job seekers, to gain a thorough understanding of the local employment environment.• Coordinate and strengthen the connections between Glenorchy's employers and job seekers through identifying and implementing appropriate training and workforce development strategies and activities.• Facilitate high quality employment solutions which lead to sustainable outcomes by maintaining a detailed knowledge of the local labour market, engaging and assisting employers from local businesses to understand their needs, providing education and information on our services, and assisting employers to access applicable incentives.• Communicate and work effectively with the Jobs Hub Coordinator to promote individual youth champions and to highlight themes and trends.• Use communication and interpersonal skills to maintain established relationships with a range of external service providers within the community to assist job seekers with accessing supporting interventions, as well as training that is aligned to their employment goals.• Aid in the promotion of all training initiatives initiated by the Jobs Hub and project partners.• Maintain the Glenorchy job seeker / candidate database (CRM) with up to date information and assist the Jobs Hub Coordinator with reporting requirements where necessary.• Provide effective:<ul style="list-style-type: none">○ Employability improvement○ Employment outcomes○ Service satisfaction○ Local employer satisfactionto meet the needs of our job seekers and employers.

	<ul style="list-style-type: none"> • Participate in agreed events, functions, and meetings to build community awareness and engagement, including the provision of planning and coordinating events to promote workforce development within the local area(s). • Work closely with local Service Providers to identify local youth who may be engaged in this program.
Customer Service	<ul style="list-style-type: none"> • Promote the positive image of Council as a whole; • Ensure that a high standard of customer service is maintained to both internal and external customers; • Engage, listen to and act where appropriate on feedback from our customers; and • Implement, evaluate, and continuously improve quality systems and processes for the section.
General	<ul style="list-style-type: none"> • Assist in the achievement of agreed outcomes consistent with department business plans and budgets; and • Perform any other duties as directed.
Organisational Responsibilities	<ul style="list-style-type: none"> • Support and adhere to Council’s policies and procedures, code of conduct and relevant acts; and • The incumbent is required to commit to use Council’s electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment.

This role may require reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence, and training, consistent with their classification level, in any area of Council, as directed.

SPECIALIST DELEGATIONS:

- As per Council’s Delegations Register

LICENSES/ACCREDITATIONS/QUALIFICATIONS – ESSENTIAL:

Full Drivers Licence
 Federal Police Check
 Working with Vulnerable Persons Card

KEY SELECTION CRITERIA:

1. Proven experience in the recruitment sector, with the ability to provide pre-employment services to individuals, groups, and local businesses.
2. Demonstrated high level written, IT and oral communication skills including the ability to listen, understand and adapt to a range of audiences and effectively represent and promote the Jobs Hub program to both job seekers and local businesses.
3. Demonstrated ability to thrive in a high paced working environment, utilising strong time management skills, and an ability to prioritise and meet deadlines to achieve set objectives, targets and reporting requirements.
4. In-depth knowledge of the causes and consequences of youth unemployment and strategies that are successful in helping youth jobseekers follow pathways to work.
5. An effective and flexible behavioural style to deliver positive Job Hub experiences and seamless coordination of youth employment support services, demonstrating the ability to work autonomously, display initiative, resilience, and accountability.

AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements.

Manager Name:			
Manager Signature:		Date:	
Director Name:			
Director Signature:		Date:	

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

Employee Name:			
Employee Signature:		Date:	