Greater Dandenong

Position Description

Position Title	Youth Planner and Engagement Officer
Directorate	Community Strengthening
Department	Community Wellbeing / Youth and Family Services
Team	Youth Services
Classification	Band 6
Date	January 2026
Reports to:	Team Leader Youth and Community Development
Supervises:	Nil
Internal Liaison:	Community Wellbeing Department and other Council departments
External Liaison:	Community stakeholders including: Young people and their families, schools, and community agencies.

Position Objectives

Your primary purpose in this position is to:

- Engage and consult with young people, schools, agencies, and the Community to research, identify and develop strategic policy and planning options for consideration by Youth and Family Services management, in order to enhance service delivery:
  - o assisting in the development of operational policies, procedures and guidelines for the Youth and Family Services unit, as well as source funding from various government agencies, philanthropic groups, and business.
  - o undertaking research, analysis, and ongoing evaluation of service delivery, as well as the development of partnerships and opportunities for young people in the City of Greater Dandenong.
  - o planning, implementing, facilitating, and evaluating a range of Community Development activities and programs that enhance opportunities for young people in the City of Greater Dandenong.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- Degree qualifications and experience in Community Development, Human Services, or related field with some relevant experience. Relevant skills, knowledge and experience should include, demonstrated:
  - o knowledge and experience in Community Development principles and practice, as well as experience in the research and formulation of options for development of policy and strategic plans.
  - o sound understanding of current issues affecting young people, particularly 'at risk' young people, as well as sound understanding and experience in Youth Participation processes.
  - o excellent consultation and advocacy skills, including an ability to build relationships, seek input and advocacy from Community, Council, and other Government stakeholders.
  - o experience in developing, facilitating, and evaluating a range of Youth Development activities and programs.
- Demonstrated excellent verbal and written communication skills including, report writing, data collation and analysis of statistical information, as well as an understanding of evaluative frameworks.
- Demonstrated experience and commitment to working in a team environment, including sound project management skills, and demonstrated experience in the design, implementation, and facilitation of Community Capacity Building projects.

- Demonstrated intermediate computer skills, including a sound knowledge of the suite of Microsoft Office products.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

☒ satisfactory (and ongoing) Working with Children's Check
☒ satisfactory (and ongoing) Police Check
☒ current valid (and ongoing) Victorian Driver's Licence.

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Policy Development, Strategic and Service Planning	- In conjunction with Youth and Family Services management, proactively research and provide input to the development of Strategic policies and plans including the Youth Strategy. - Systematically review all Youth Services policies and plans, benchmarking in line with Best Practice industry and local trends. - Research, monitor and advise on commonwealth and state funding opportunities and potential or pending changes to policy directions. - Research, prepare and present reports on general and specific issues / projects impacting on young people in the municipality, including the biannual preparation of Council's Youth Needs Analysis. - Facilitate the inclusion of young people's input into the development of Council and Community priorities and needs. - Assist in the implementation and review of Council Youth Plans and Strategies.
Community Development and Advocacy	- Undertake projects and activities in the areas of Community and Youth Development, Social Inclusion, and Capacity Building. - Plan, implement, facilitate, and evaluate a range of Youth Development activities and programs that build young people's capacity. - Facilitate appropriate Youth / Community Participation and Engagement processes. - Participate with Youth Services staff on a range of community programs, projects and activities as required. - Represent Youth Services at relevant state, regional and local networks, and forums.
Network Development	- Develop and maintain positive, active external stakeholder relationships with key community networks, groups, and organisations. - Develop positive and collaborative internal stakeholder relationships within Council. - Coordinate, maintain and / or participate in other relevant networks including, but not limited to the Greater Dandenong Youth Network, along with specific culturally and linguistically diverse (CALD) networks.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required.
Occupational Health and Safety	All employees have responsibilities to: • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. • Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. • Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. • Participate in health and safety training programs and initiatives.
Child Safety	• Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures • Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. • Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.
Climate Change & Sustainability	• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times. • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. • Perform other duties as directed within the limits of acquired skills, knowledge, and training. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. • At all times, comply with Council's Code of Conduct - Staff.

Diversity, inclusion and equity	• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:
	   o zero tolerance of racism and expectations that staff will act on incidents of racism
	   o supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.

Gender Equality	• Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

☒ Not required.

☐ This role may be subject to work related contact outside of normal business hours. (Refer to Working out of hours under position specific responsibilities.)

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – *ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor*		☐	☒	☐	☐
Team based work – *works in a team of people and not exposed to isolation*		☐	☐	☒	☐
Communicating with others – Verbally		☐	☐	☐	☒
Communicating with others - Written		☐	☐	☐	☒
Focused Attention to task – *high levels of attention required to minimise errors and ensure accuracy*		☐	☐	☐	☒
Concentrating – *high levels of concentration required while completing required tasks*		☐	☐	☐	☒
Planning and sequencing tasks and activities		☐	☐	☐	☒
Decision making – *required to exercise sound decision making while completing all aspects of the position*		☐	☐	☒	☐
Problem solving – *requirement to develop sound solutions to novel or unusual problems arising during the course of the day*		☐	☐	☒	☐
Reasoning – *required to exercise sound reasoning while completing all aspects of the position within defined scope*		☐	☐	☒	☐
Judgement – *required to exercise sound judgement while completing all aspects of the position within defined scope*		☐	☐	☒	☐
Short and long-term memory recall *– ready access to documented procedures or precedents to perform requirements of the position*		☐	☐	☒	☐
Emotional resilience – *exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control*		☐	☐	☒	☐
		☐	☐	☒	☐

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Interruptions – *frequency of interruptions to daily work plans and requirement to change work plans at short notice*					

Physical Requirements

☐　　This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).]

☐　　This position requires a vision test

☐　　This position requires a hearing test

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – *stay in a seated position*		☐	☐	☒	☐
Standing – *standing in an upright position, moving less than 3 steps*		☐	☐	☒	☐
Walking – *In an upright position, moving more than 3 steps*		☐	☐	☒	☐
Crawling – *Move on the hands & knees or by dragging the body close to the ground*		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – *To lower the body by bending forward from legs and spine, buttocks on or near the heels*		☐	☒	☐	☐
Kneeling – *To lower the body*		☒	☐	☐	☐
Bending – *To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds*		☒	☐	☐	☐
Reaching – *Extending arms out in any direction*		☒	☐	☐	☐
Twisting/trunk rotation – *Rotating the body to one side or the other without moving the feet*		☒	☐	☐	☐
Fine manipulation/pinch grip – *Fingers are on one side of the object and thumb on the other, typically without the object touching the palm*		☐	☐	☒	☐
Power/open hand grip – *Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended*		☒	☐	☐	☐
Writing/typing		☐	☐	☐	☒
Climb ladders		☒	☐	☐	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Climb or descend stairs		☐	☒	☐	☐
Low level work – *Performing manual handling actions at or near ground level*		☒	☐	☐	☐
Manual Handling					
Lift/Carry/Hold – *Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders*		☐	☒	☐	☐
Pushing/Pulling – *Applying force to move something away or closer to one's self, including static positions*		☐	☒	☐	☐
Kilograms of force (kg.f) – *Amount of force or effort required to perform a specific task or part of a task*		☐	☒	☐	☒
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☒	☐	☐
5.1 – 10kg		☒	☐	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☐	☒	☐	☐

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Facilitate and manage resources of Youth Services projects and initiatives in conjunction with Team Leader Youth and Community Development, with the freedom to act governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives.

  The effect of decisions and actions taken in this regard is usually limited to the quality or cost of the programs and projects being managed and includes:

  o researching options and providing assistance in the overall development of Strategic policy and planning options for the Youth and Family Services unit.

  o evaluating project and program service delivery and developing partnerships and opportunities for young people.

- When providing specialist advice to or regulating clients the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken on individual clients may be significant, but it is usually subject to appeal or review by the Team Leader Youth and Community Development. This includes:

  o exercising discretion in relation to project and program development and delivery with input from team members and Youth and Family Services management where necessary.

- The work of policy development is usually of an investigative and analytical nature, with the freedom to act prescribed by Team Leader Youth and Community Development. The quality of the output can have a significant effect on the process of policy development including when:

  o providing input to the development of operational policies, procedures and guidelines within the Youth and Community Development team specifically and Youth and Family Services unit generally.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience and problem solving and may involve the application of these techniques to new situations.

Independently:

- Researching responsive Youth Participation and Community Development approaches as required.
- Liaise and build positive and collaborative relationships and partnerships with a wide range of Community organisations and groups including CALD communities.
- Establish and maintain positive relationships with at-risk young people and their families including from CALD communities.

With Input from the Team Leader Youth and Community Development and Coordinator Youth and Family Services:

- Determining the ongoing needs of young people and directions of Youth Services based upon current research.

Recommends and Identifies to the Team Leader Youth and Community Development and Coordinator Youth and Family Services:

- Strategic policy, planning and development of options for consideration by Youth Services management.
- Improvements to operational policies, procedures, and guidelines within the Youth Services unit.
- Ongoing improvements to services and partnerships resulting from regular evaluation of programs and service delivery.

Guidance

- Guidance and advice are usually available from the Team Leader Youth and Community Development and/or Coordinator Youth and Family Services.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Proficiency in the application of theoretical Youth Planning and Engagement disciplines, including the underlying principles as distinct from the practices including:
  - maintaining detailed specialist knowledge and skills in Community Development and Youth Participation concepts and frameworks relevant to working with at-risk young people, keeping abreast of current and emerging practices.
  - maintaining knowledge of current and relevant proposed City of Greater Dandenong policy directions when working with young people and their families, as well as keeping informed of proposed changes to federal and state policy directions.
- An understanding of the long-term goals of the Youth and Family Services unit and of the relevant policies of both the unit, the Community Wellbeing Department and Council.
- Where assisting the Team Leader Youth and Community Development and Coordinator Youth and Family Services with the management of resources, a familiarity with relevant budgeting techniques is required.

Management & Interpersonal skills

The essential position requirements include:

- Effective management of time, prioritising key responsibilities, including group work and/or community liaison, to achieve specific and set objectives of Youth Services in the most efficient way possible within both the resources available and set timetables, to:
  - gain cooperation, liaise with and advocate for young people in order to provide and maintain responsive services for young people,
  - liaise with a range of services and individuals including CALD agencies, communities, and other employees, and
  - contribute to a team, in a productive, structured, cooperative, and integrated way.
- Be able to liaise with counterparts in other organisations to discuss specialist matters and with other employees in other functions of Council as required, that will assist in resolving intra-organisational problems where they occur.

- Highly developed verbal skills to gain cooperation and assistance from clients, other employees and internal stakeholders, external agencies / organisations, members of the public and other levels of government including funding bodies in the administration of defined activities.
- Highly developed written communication skills. This includes writing reports and submissions for a range of audiences and representing the unit in a positive and professional manner.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

Appendix
Core Capability Framework – Team Member

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards

	• Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered	• Actively participates in discussions and activities aimed at improving safety, health and wellbeing • Takes responsibility for the personal safety, health and wellbeing of self and immediate others • Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

Engaged

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

Accountable

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

Creative

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

Honest

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.