



position description

Job Title:	Youth Guide
Position ID:	6711
Location:	Wakka Wakka Kingaroy
Division/Programme:	Client Services/TTW
Immediate Manager:	Team Leader
Direct Reports	Nil

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

yourtown has a zero-tolerance approach to abuse and we believe that Safeguarding is a shared responsibility of all, for all.

purpose of the position

The Youth Guide acts as the first point of contact between **yourtown** and our young people. They are tasked with answering enquiries, provide direction and advice. They uphold the image and culture of **yourtown** while making young people and visitors feel welcomed and valued. They coordinate attendance at appointments and activities and contribute significantly to the office's image as a youth friendly, inviting and safe place.

responsibilities

May include, but are not limited to:

- Work collaboratively with the team to deliver quality services that enhance the lives of young people by focusing on their strengths and inherent abilities
 - Deliver services which are individually focused in recognition that every young person is unique
 - Deliver services that are outcome focused, professional and aligned with child safety requirements
 - Create opportunities for change in lives of young people through enhanced employment and education outcomes
- Provide a warm and friendly service to our young people



- Answer phone, walk ins, appointments and email inquiries in a friendly and professional manner
- Greet young people and visitors warmly and make them feel welcome
- Offer seating options and activity recommendations and assist young people in choosing their Job Placement Coach
- Actively promote Site activities and assist in delivery
- Keep site promotional material current and available
- Offer refreshments to young people and visitors
- Proactively promote, recruit and participate in Youth Participation activities at the site
- Provide a warm and friendly environment for our young people and visitors
 - Ensure this site is clean and tidy at all times
 - Maintain inventory of supplies, including kitchen supplies and order new stock as needed
 - Ensure all of our equipment for use is charged, available and ready for use
 - Set up and break down areas for activities
- Administer activities as required to maintain program compliance and effectiveness
 - Manage and result appointments in systems
 - Conduct courtesy calls for future appointments and reschedule as requested
 - Update case notes in system
 - Adhoc administrative support, as requested
- Work within organised frameworks
 - Understand a diverse range of challenges affecting disadvantaged young people in securing sustainable employment
 - Understand and meet quality and complaint requirements as per contractual obligations
 - Understand and adhere to Federal and State legislative requirements
 - Establish and maintain professional and productive relationships with internal and external stakeholders
 - Achieve individual KPIs and team goals to meet outcome targets set for the workplace and delivery contract/program requirements
 - Establish and maintain professional and productive relationships with internal and external stakeholders
- Where appropriate, participate in and meet the expectations of immersion visits to employers
 - Build and maintain local labour market knowledge, and an understanding of employer needs and perspectives through regular immersion visits
 - Identify Employers of interest, and approach and develop a professional relationship to schedule a suitable date and time to conduct an immersion activity
 - Maintain system database as determined by the organisation on your experience and new information gathered from the immersion activity, and share as required



- Participate in and meet the requirements for Practice Supervision and Client Skills Training.
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:
 - Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective.
 - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services.
 - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance Framework.
 - From time to time assist in other locations and travel intrastate, or interstate, as required.

at **yourtown** our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.
- Invest in their own ongoing professional development and leadership capability through active learning, seeking and giving feedback, and participating in **yourtown** leadership impact opportunities.
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce.
- Engage respectfully and meaningfully with Aboriginal and Torres Strait Islander communities, stakeholders, clients, and colleagues. Actively support initiatives identified in **yourtown's** Stretch Reconciliation Action Plan 2023 – 2025.

selection criteria

Essential knowledge, skills, abilities:

1. A minimum of one (1) year of previous customer service experience
2. Friendly manner with the ability to build rapport and motivate young people
3. Well-developed interpersonal and communication skills
4. Must have a customer service oriented mindset and be capable of making every young person and visitor feel valued and welcome
5. Knowledge of basic office equipment, including printers, scanners, copiers, etc
6. Strong time management, problem and organizational skills and high attention to detail
7. Ability and readiness to manage multiple tasks with competing priorities
8. Competent with Microsoft Office suite, including Word, Outlook and Excel
9. Possess a positive attitude and be willing to work as part of a team
10. Demonstrate an understanding of and commitment to the opportunities for change in the lives young people available through enhanced employment, education and training outcomes



requirements

The Youth Guide must always:

- Comply with the relevant state or territory requirements for working with children.
- Maintain satisfactory National Criminal History Check.
- Possess an unrestricted current Driver's Licence.
- Comply with **yourtown's** immunisation procedure.
- Demonstrate conduct compliant with **yourtown's** Code of Conduct.
- Maintain confidentiality and discretion in all matters.
- Align to the mutuality of safety and wellbeing for self and others in all **yourtown** workplaces and work related activities.
- Uphold the **yourtown** safeguarding commitment in every aspect of their role.

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
V1.1	Gina Hales P&C Business Partner	25/03/2024	25/03/2024	Update to new template