Melton City Council

Team Leader – Engagement and Activation

Position Description

PD: 00357

A vibrant, safe and liveable
City accessible to all

CITY OF MELTON

1. Position details

Position Title	Team Leader – Engagement and Activation
Directorate	City Life
Business Unit	Child Families & Youth
Position Classification	Band 6
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022-2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Coordinator Young Communities
Supervises	Nil
Internal liaisons	• Community Planning Staff • Recreation and Leisure Staff • Open Space Planning Staff • Broader Council Staff • Councillors
External liaisons	• Young people and their families • Contract staff relevant to programs being provided • Community agencies and non-government organisations • Education providers • State and Federal Government departments

3. Our Organisation

1. **Council Values**
   Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. **Occupational Health and Safety**
   Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. **Melton City Council Policies and Procedures**
   Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Lead the Young Communities Engagement and Activation team to plan and deliver core programs and events for young people aligned to Council strategic plans and community needs.
- Implement systems that engage the community to review, report and develop key strategies that ensure programs and services are aligned to council's strategic direction.

5. Key responsibility areas

- Lead, support and deliver the Young Communities Engagement and Activation strategies and activities.
- Provide active and effective leadership, support and supervision for the Engagement and Activation team, managing resources to achieve targeted objectives with a focus on staff development.
- Report on and monitor the performance of key activation strategies and activities including event and network management to ensure alignment with Council's strategic direction to meet the needs of young people in the community.
- Evaluate and analyse performance of core engagement activities and programs making recommendations on future service provision.
- Engage with young people across the municipality and other key stakeholders (agencies and community groups) to develop and implement improved services / programs to enhance participation of young people.
- Develop promotional strategies ensuring that programs, services, and events are well publicised across the municipality.
- Actively contribute toward the development of policy, procedures, and strategies.
- Monitor and report on the budget and assist with budget preparation.

6. Accountability and extent of authority

- Establish and monitor evaluation procedures, monitor evaluation data and make recommendations regarding the provision of programs, events, and services.
- Work closely with activation and engagement officers to develop strategy, policies, procedures that facilitate targeted programs and events to meet community needs aligned to Council's strategic direction.
- Analyse and evaluate data to propose new program initiatives to the Young Communities Coordinator.

- Plan and develop implementation plan for approved programs, including resource and budget allocation and community engagement.
- Support the management model of Council's Youth Centres including policies and asset plans and managing the renewal, operation and implementation of facility infrastructure.

7. Judgement and decision making

- Responsible for delivery of specific engagement and activation activities and events and will be required to make decisions at the program/operational level based on policies and procedures.
- Resources allocation with established parameters.
- Program and event delivery including administration decisions.
- Make recommendations for changes, new initiatives or improvements to existing programs events and services.
- Problem solving to determine emergency response decisions.
- Day to day decision making regarding the operation of programs events and services.

8. Specialist skills and knowledge

- Understanding of management practices relating to social media and digital services, marketing, engagement, and youth programs.
- Understanding of youth program and event development, delivery and evaluation, and skills to support staff in their delivery.
- Well-developed skills in youth participation and engagement including working with people from diverse backgrounds and differing abilities and socioeconomic circumstances.
- Knowledge and understanding of issues impacting upon young people and their families including an understanding of Federal and State Government policy and direction.
- Ability to provide professional supervision and support to staff to assist and support them in achieving professional and organisational goals.
- Skills in budget monitoring, allocation, and support.

9. Management skills

- Supervise and lead the Engagement and Activation Team to uphold the team culture and Council values.
- Strong organisational, time management, administration skills to set priorities and organise the team's work plan.
- Ability to manage the team's performance, including setting expectations, conducting performance reviews, and managing performance issues.
- Ability to monitor and participate in the development of budgets.

10. Interpersonal skills

- Well-developed written and verbal communication skills.
- Ability to establish and maintain effective communication links with young people and their families.
- Ability to liaise effectively with other service providers, agencies and schools to maintain and develop relationships.
- Ability to lead and motivate staff to work as a team.

- Ability to undertake planning sessions and team meetings to gain cooperation with staff and clearly communicate team goals and objectives.

11. Qualifications and experience

- Tertiary qualifications in Social Work, Youth Work, Welfare or a related discipline with relevant experience.
- Relevant experience in working with young people and their families using a family focussed approach to case management.
- Ability to lead and motivate staff in the development of youth programs and events.
- Current valid Victorian drivers licence and Working with Children's Check.

12. Key Selection Criteria

1. Tertiary qualifications in Social Work, Youth Work, Welfare, or a related discipline with relevant experience.
2. Demonstrated experience with working with young people and their families.
3. Well-developed skills in youth and community consultation, including working with people from culturally and linguistically diverse backgrounds and differing abilities in socioeconomic circumstances.
4. Demonstrated ability to build networks and partnerships with youth and community groups and organisations.
5. Ability to lead a staff team in an inclusive and participative model.
6. Well-developed written and verbal communication and presentation skills including the development of strategy, policy, and procedures.
7. Demonstrated experience in management and delivery of programs, events and engagement activities to meet the needs of young people.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager Recreation and Youth.	August 2022	
Approved by Position Title	Date Approved	
Incumbent's name	Signature	Date