

Youth Engagement Coordinator

Position Description

Directorate:	Membership, Volunteers and Regional Operations
Reports to:	Manager, Member and Youth Experience
Direct reports:	NIL
Location:	Lewisham, NSW
Primary position objective:	Effectively coordinate and provide support to the network of schools and youth engagement officers across NSW to implement state-wide strategies to increase the engagement of young people in the Society.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Membership, Volunteer and Regional Operations directorate. The teams within the directorate and their functions are:

Member and Youth Experience: this team is responsible for state-wide membership strategy and engagement; member recruitment and onboarding; Conference support; youth and schools' strategy and engagement; and learning and development needs identification.

Member Programs: this team is responsible for state-wide program management and will support local delivery of membership programs, services and assistance including WE CARE, EAPA, NILS, ERF, Twinning and other emerging programs.

Volunteer Experience: this team is responsible for state-wide volunteer strategy and engagement; volunteer recruitment and onboarding (including compliance); and learning and development needs identification.

Regional Operations: this team is responsible for local implementation of conference engagement; member, youth and school's engagement; volunteer engagement; WE CARE process; regional leadership; community engagement; community needs analysis; and enabling functions coordination.

Accountabilities and responsibilities

The Youth Engagement Coordinator will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- In collaboration with the Vice President – Youth and the Manager, Member and Youth Experience, coordinate the development and implementation of a youth engagement strategy that will maximise retention and facilitates clear transition pathways to other forms of age appropriate conference work.
- In collaboration with the Vice President – Youth and the Manager, Member and Youth Experience, coordinate state-wide initiatives for youth engagement that take into account needs for each region and ensure effective support for youth members and volunteers.
- Facilitate connection and collaboration between youth staff, volunteers and members and other staff, volunteers and members.

- Facilitate the design and update of resources that support youth and school engagement.
- Support the delivery of timely and relevant internal communications across the network of Youth Engagement Officers and Coordinators across all regions, leveraging technology and social media as needed.
- Foster a culture of improvement by actively seeking new and innovative approaches to the ways in which we engage with young people.
- Ensure that appropriate forums and events are designed and implemented to bring young people together to share ideas, knowledge, spiritual formation and learning.
- Utilise relevant information and data to prepare and deliver reports on schools and youth engagement programs and initiatives as required.
- Contribute to a safe working environment for members, staff and volunteers by adhering to the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Increase attraction and participation of youth members (up to 35 years old) in the Society's activities.
- Deliver project and administrative tasks in line with agreed quality standards, timeframes and milestones.
- Support the flow of information between teams and directorates to inform decision making.

Key working relationships

In addition to the Manager, Member and Youth Experience and their direct reports, the Youth Engagement Coordinator will foster close working relationships with:

- Vice President – Youth (Members)
- Schools and Youth Engagement Officers, Coordinators and Managers in other regions (Membership, Volunteers and Regional Operations);
- Other Youth Representatives (Members)
- Fundraising & Communications Team (Commercial Enterprise, Fundraising and Communications);
- Research, Policy and Advocacy Team (Strategy and Governance).
- Learning & Development (People and Culture).

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 3) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic

Plan.

- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 3) Facilitate an improvement in existing and new services, and ways of working
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Proven project coordination skills and the ability to manage competing priorities.
- Experience working with and effectively engaging young people.
- Demonstrated experience providing operational and administrative support in teams working remotely and across various locations.
- Proven communication and interpersonal skills across a range of mediums.
- Proven ability to develop resources and programs for young people.
- Proven ability to effectively engage with stakeholders from across a diverse workforce, including members, volunteers and staff delivering a variety of services.
- Capacity to work intermittently out of hours, including weekends and evening events.
- Capacity to travel across the State on occasion.
- NSW driver licence.

Desirable criteria

- Relevant tertiary qualification/s in human services, social work or related.
- Experience using social media and other digital platforms to deliver engagement strategies to young people.
- Experience in community relations, events or fundraising.
- Experience analysing data and collating insights to inform decision making within the organisations.
- Experience working in a membership-based organisation to support and empower members and volunteers.