

Nillumbik Shire Council Position Description

Our Vision, Values and Customer First Commitments

The way we work together and provide services to the Nillumbik community is guided by a culture reflected in Nillumbik's vision and values. All employees are expected to embrace our vision and make a genuine commitment and contribution to the organisation's values and customer first commitments. Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace.

Community is at the heart of the Shire of Nillumbik. We work to keep our community engaged, connected, active and supported in a healthy, safe and sustainable environment. The Community Vision – Nillumbik 2040 captures the essence of what is most valued about our community and our Shire. Our Vision is centred on the themes of: Our People, Our Place, Our Future and Our Council.

Nillumbik's values

Respect	
Integrity	
Collaboration	
Adaptability	
Community	

Our Customer First Commitments

1. Empathetic
2. Consistent
3. Effective
4. Simple



Our Customer First Commitments represent our efforts, thinking and aspirations to deliver a great experience to our customers both internally and externally.

Our Customer First Commitments	What this means to us
Empathy	We listen, understand and respect our customers
Consistent	We provide accurate, timely and transparent information
Effective	We focus on quality processes and outcomes
Simple	Our processes, documentation and information are easy to obtain and follow

Nillumbik Shire Council Position Description

Position Title:	Coordinator Youth, Social Planning & Equity
Position Number:	1218
Classification:	Band 7 Annualised
Tenure:	Permanent full-time
Directorate:	Communities
Department / Unit:	Community Partnerships
Reports To (Title):	Manager Community Partnerships
PD Approved by (Manager or Director Title):	Director Communities
Date Approved by Manager or Director:	March 2025
Date Approved by HR:	March 2025

Leadership Framework

All leaders at Nillumbik are expected to demonstrate the capabilities and behaviours expressed in the [Nillumbik Leadership Framework](#). These are:

Being Strategic	<ul style="list-style-type: none"> • Is future-orientated. • Adapts to, envisages, leads and manages change. • Takes a holistic approach and applies system thinking. • Can problem-solve.
Personal Qualities	<ul style="list-style-type: none"> • Maintains a positive attitude and demonstrates self-awareness. • Acts with integrity. • Demonstrates initiative. • Displays emotional intelligence. • Is customer-centric.
People and Performance	<ul style="list-style-type: none"> • Motivates and empowers others. • Is a strong people-manager. • Identifies and builds talent.
Relationship Management	<ul style="list-style-type: none"> • Communicates effectively and works collaboratively. • Manages relationships with stakeholders and decision makers. • Influences and negotiates effectively. • Demonstrates political acumen.
Delivers Outcomes	<ul style="list-style-type: none"> • Translates strategy into actions. • Tracks progress and takes action. • Takes ownership and is accountable. • Makes decisions and delivers results.

1. Position Purpose

This position sits within the Communities Directorate and the Community Partnerships Department. Reporting to the Manager of Community Partnerships, the Coordinator Youth, Social Planning & Equity provides leadership, high-level research and project management skills to support youth and social planning processes across the Communities Directorate and Council as required.

Working closely with organisational leads, this position focuses on delivering youth oriented activities with broad community reach, while working closely with organisational leaders. It involves developing, coordinating, and evaluating the Council's strategic, social and operational plans, policies and programs across various social policy priorities including, youth, health & wellbeing, reconciliation, access, equity and inclusion, gender equity, prevention of gender-based violence, LGBTIQ+ and more.

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The role is also responsible for building and maintaining strong relationships across departments to provide social planning, evaluation and research advice on relevant plans and strategies, ensuring the effective coordination and delivery of high-quality youth services.

2. Position Objectives

Key objectives of this position include:

- Providing leadership, support and direction to a multi-disciplinary team to achieve outcomes aligned with the Council Plan, Community Vision, Health and Wellbeing Plan, Youth Strategy and other relevant strategic plans and policies.
- Coordinating work prioritisation and allocation to ensure projects and programs are completed on time, within scope and budget and to the highest possible standard for benefit of the community.
- Monitor and communicate changes to Federal and State Policy relating to the Youth, Social Planning & Equity portfolio, assessing possible impacts, and provide specialist advice and recommendations on opportunities and risks to both internal and external stakeholders.
- Oversee promotion of youth projects, programs and initiatives to ensure public awareness and provide support for future funding opportunities.
- Oversee the development, implementation, monitoring and evaluation of the Municipal Public Health and Wellbeing Plan.
- Coordinate and participate in any relevant advisory groups, internal project teams/working groups and other networks as appropriate.
- Build strong relationships with key stakeholders, both internal and external, and health and wellbeing partners, and participate in relevant regional and subject based peer networks.
- In conjunction with Business Unit partners, community partners and interest groups, develop strategic programs, projects and activities that enhance and increase the generation of community and cultural capital, capacity and improvements across the LGA.
- Manage complex and potentially high profile social planning matters.
- Undertake innovative community engagement and consultation in association with the development and implementation of youth and social planning strategies, action plans and policies.
- Provide research, planning and evaluation support across the Communities Directorate and the organisation as required.
- Navigate change within a political environment, cultivating transparency and trust while adapting strategies to align the team goals with evolving organisational goals.

3. Organisational Relationships

Direct Reports	Social Planning & Policy Officer Gender Equity Lead Aboriginal Partnerships Officer Team Leader Youth Development Casual or temporary roles that support business outcomes
Total FTE	7 Officers (Team Leader Youth Development has 2.6 FTE reporting into their role)
Financial Budget and Delegation	Level 4 Coordinator - \$5,000
Internal Relationships	CEO, Mayor and other Councillors, Executive Leadership Team Managers and all other staff.
External Liaisons	Residents, Youth, Community Groups, Other ratepayers, community organisations, Government departments, Banyule & Nillumbik Youth Services Network (BNYSN), HealthAbility, Hearspace, Schools, Visitors to the municipality, Businesses,

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	Neighbouring Councils, Local Government Associations, Professional Associations
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4. Key result areas

4.1. Service Planning

- In collaboration with the Manager Community Partnerships, develop and implement the strategic vision and direction for the Youth, Social Planning & Equity Unit.
- Lead and manage the Youth, Social Planning & Equity Unit to develop and implement a policy and strategic framework that delivers Council's youth priorities, social planning, and equity goals, enhancing the social benefits for the Nillumbik community. This will include promoting and facilitating the implementation of Council's policies through a cooperative approach between internal service providers and external agencies.
- Oversee the planning, management and delivery of youth, social planning and equity planning activities, projects, plans and programs.
- Oversee provision of policy advice and recommendations across the organisation and to Council on social policy directions, priorities, and delivery.
- Lead the development, implementation and oversight of key strategies and policies relating to Youth, Social Planning & Equity including the Municipal Public Health & Wellbeing Plan, Reconciliation, LGBTIQ+ inclusion, gender equity and other youth, social planning, policy and research areas.
- In consultation with the Manager Community Partnerships, develop, implement, monitor and review plans, strategies and policies for delivery of services within the Unit to ensure they meet the needs of Council and the community both now and into the future.
- Provide strategic advice, and reports to the Manager Community Partnerships, Executive Manager Community Services, and the Executive Management Team on community based projects and programs.
- Navigate change within a political environment, cultivating transparency and trust while adapting strategies to align the teams' goals with evolving organisational goals.

4.2. Program and Service Delivery

- Manage and oversee the operational and strategic needs of the Nillumbik Youth Hub, fostering strong partnerships with collaborators and hirers to maintain a cohesive service delivery model.
- Promote Youth, Social Planning & equity, programs and initiatives to ensure public awareness, lead community engagement activities and facilitate participation from groups that are harder to reach.
- Ensure the Unit is managed in accordance with, and all programs and services delivered, adhere to relevant Acts, Regulations and Council policies and procedures including those relating to risk management.

4.3. Partnership and Advocacy

- Advocate to local, state and commonwealth government and other key stakeholders for provision of adequate and appropriate resources and policy outcomes to ensure the establishment of positive social and economic outcomes for the community.
- Keep abreast of and provide advice on relevant government policy, legislation, service directions and trends.
- Manage strategic and operational partnerships to strengthen relationships and enable collaboration on key youth, social planning strategies, actions plans and policies.

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4.4. Continuous improvement

- Encourage an environment where innovation, continuous quality improvement and achievement are emphasised and rewarded.
- Collaborate with the Manager Community Partnerships to maximise the unit's efficiency and effectiveness. This will include the development of unit level performance criteria, and reviewing and refining procedures and structures to increase productivity and other improvements.
- Develop and pursue strategies aimed at making the best use of contemporary technology.
- Participate in cross Council and functional improvement activities as required.
- Promote and encourage flexibility and efficient collaboration throughout the organisation by supporting the establishment of short-term cross-functional teams to identify, analyse and address opportunities and challenges facing the organisation.

4.5. Relationship management

- Establish and maintain professional relationships across Council to provide reliable and concise information and advice in a supportive and responsive manner and to implement the decisions and policies of the Council.
- Develop and maintain positive and beneficial relationships with relevant networks including those in local, state and federal government and other external organisations and bodies, as agreed with the Department Manager.
- Support and work across Advisory Committees such as Youth Council, Health and Wellbeing Advisory Committee and the Reconciliation Action Plan Working group to deliver and align to the Council Plan and Health and Wellbeing Plan.
- Promote a positive image of Council and its activities, developing and strengthening Council's relationships with all sectors of the local community, including the business community and relevant external organisations.
- Work across the broader Directorate and the organisation to establish partnership and collaboration opportunities.

4.6. Community engagement and customer service

- Guide the Unit in actively engaging and consulting with the community, facilitating their input in the decision-making process.
- Monitor customer requirements and service quality to ensure all services are responsive, accessible, and accountable.
- Support the Manager Community Partnerships in ensuring that Council's objective of customer service excellence is reflected in the operations of the Unit by developing and maintaining systems and processes to ensure responsive, timely and high quality follow-up to enquiries, service requests and complaints from all customers.

4.7. People, culture, safety, health and wellbeing

- Work with the Director, Managers and staff in providing leadership and shaping the organisational culture by promoting Council's organisational vision and leading staff in a way that aligns with Council's vision, values, expectations and policies to achieve organisational outcomes.
- Support the Manager Community Partnerships in ensuring that Council's objective of customer service excellence is reflected in the operations of the Unit by developing and maintaining systems and processes to ensure responsive, timely and high quality follow-up to enquiries, service requests and complaints from all customers.

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- Ensure the development and review of individual performance management plans with outcomes based objectives that align to the delivery of organisational priorities.
- Identify future talent and invest in team and individual development opportunities to build organisational capability.
- Ensure compliance with Council policies, procedures and legislative requirements in the areas of human resources, occupational health and safety, equal opportunity, anti-discrimination and other industrial instruments.

4.8. Financial Management

- Provide effective financial administration, undertaking preparation, management and reporting of the units annual operational and project budgets, maximising the financial benefit of all allocations.
- Provide advice to the Department Manager or Executive Manager, on potential income/funding opportunities from other sources to enable implementation of priority projects that complement the goals of Council.
- Manage and approve expenditure of funds on behalf of Council, in line with delegated authority and in compliance with Council's Procurement Policy and Procedural Guidelines.
- Ensure accurate and timely data submission to all relevant funding bodies as required.

4.9. Legal Compliance

- Maintains an awareness of and adheres to relevant Acts, Regulations, Council policies and procedures relevant to the duties undertaken, including:
 - Equal Employment Opportunity, supporting equity and fairness
 - Occupational Health and Safety, supporting a safe workplace
 - Risk Management, reducing the opportunity for fraud
 - Emergency Management, Business Continuity to support ongoing service delivery
 - Privacy, Confidentiality and Conflict of Interest maintaining the integrity of Council

4.10. Risk Management

- Be conversant with Council's Risk Management Policy and Strategy and accountable for implementation and adherence to the policy.
- Respond in the event of a disaster as per assigned key duties and responsibilities documented in Council's Emergency Management arrangements and Business Continuity Plan.

5. Job Characteristics

5.1 Accountability and extent of authority

- In consultation with the Manager, Community Partnerships, the position is accountable for, and has authority to:
- Make recommendations to Senior Management, Council staff, partner organisations and the community on matters related to the effective delivery of social planning and equity projects and initiatives within the responsibility of the position.
- Freedom to set by broad goals, policies and budgets.
- Ensure the delivery of the Team's annual work plan, work program budget and staff development.
- Develop, implement and maintain Youth and Social Planning related strategies, policies and plans in support of the Council Plan
- Ensuring policies and procedures are updated and guided by the relevant Government bodies ensuring compliance with legislation as required

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- Liaise with State Government departments to promote Council's social planning and equity project outcomes.
- Negotiate and represent Council in community, special interest and organisational forums.
- Coordinate external consultants engaged on behalf of Council.

5.2 Judgement and decision making

- Make day to day decisions and resolve issues relating to Youth, Social Planning & Equity Unit projects and programs. This also includes overseeing the Unit's work program, including staffing, project budgets and financial administration in line with delegated authority.
- Advice provided and decisions made by this position, may have a substantial effect on the unit, significant effect on the programs or projects being managed and substantial effect on the public perception of the organisation
- The position is expected to draw upon broad professional experience and expertise in economic development and tourism and management.
- The position is required to exercise independent judgement and adaptability in evaluating and deciding on appropriate methods, procedures, and practices for achieving the Team's objectives.

5.3 Qualifications

- Tertiary qualifications in a relevant youth and social/ strategic planning and research and evaluation discipline with relevant experience.

5.4 Experience

- Demonstrated management and project work experience in the youth, community development, social planning and evaluation field.
- Strong leadership experience, with a proven ability to lead a team.
- Demonstrated experience in partnership development, building effective relationships, and achieving positive outcomes through working with external service providers and agencies.
- Proven experience in identifying community needs and expectations, deciding the most appropriate action, and responding accordingly whilst effectively managing community expectations.
- Substantiated achievements in community engagement and consultation, customer service excellence, and continuous improvement in service delivery.
- Demonstrated understanding and experience of interpreting and implementing equity related legislation applied in a local government context.
- Ability to work co-operatively with Councillors, members of the public, service users, employees and other organisations in order to achieve Council objectives.

5.5 Specialist Skills and Knowledge

- Sound budget and financial management skills, with the ability to manage operational budgets and staffing allocation in the delivery of services to the community.
- Demonstrated project management and coordination skills, time-management skills, including the ability to manage competing priorities.
- Developed understanding of Local Government, its objectives and issues affecting it and specifically the goals and objectives of Nillumbik Shire Council.
- Demonstrated innovation and creativity.

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- Proven experience in partnership development, building effective relationships and achieving positive outcomes through working with external service providers and agencies.
- Demonstrated ability to analyse and synthesise high-level research and producing high quality written documents such as the Municipal Health & Wellbeing Plan.
- Knowledge of emerging trends, principles, and best practice, in relation to social and community planning.
- An understanding of social, health and wellbeing planning, including the development and implementation of Health and Wellbeing Plans.

5.6 Management Skills

- Ability to manage time, set priorities, plan and organise own work and that of direct reports to ensure deadlines are met.
- Lead, manage, develop and motivate a professional hybrid team. This includes providing and receiving performance feedback, planning and directing, motivating others, and coaching and counselling to improve on-the-job performance within a team environment.
- Demonstrated experience in developing and monitoring annual work plans for staff; conducting annual performance appraisals of direct reports; and identifying training and development needs of staff.
- Ability to think strategically. providing input to strategic planning.
- Demonstrated facilitation, negotiation and communication skills
- Ability to develop and manage stakeholder relationships.
- Demonstrated experience in leading and supporting the health and wellbeing of self and others.

5.7 Interpersonal Skills

- Demonstrates behaviours in line with Council's Values with working with others including colleagues and the community – Respect, Integrity, Collaboration, Adaptability, Community
- Excellent communication skills and proven ability to network and develop ongoing relationships with internal and external stakeholders to deliver on strategic policies and strategies.
- High-level interpersonal skills including consultation, conflict resolution and conciliation skills to assist in the resolution of complex issues.
- High level relationship development and management skills, fostering a culture of collaboration amongst diverse stakeholders.
- Capable of maintaining clear and consistent professional judgement and managing conflicting and competing interests.
- Ability to participate in a dynamic team and contribute to broader Council objectives.
- Capable of writing and presenting to multiple and diverse audiences and requirements..
- Ability to solve problems through discussion, negotiation and teamwork.
- Highly developed emotional intelligence.
- Collaboration and accountability focus.

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6. Physical Requirements

Posture	<ul style="list-style-type: none"> • Sitting at a desk, work station or in meeting rooms • Driving a vehicle to other locations, as required • Standing and bending • Walking on uneven surfaces
Upper Limb / Body	<ul style="list-style-type: none"> • Lifting and lowering materials, e.g. getting materials from shelves, putting material in and out of a vehicle • Pushing, pulling and lifting, e.g. setting up for the program, lifting materials, pulling or pushing the carts and barrows • Some handwriting • Some sustained neck flexion may be required when reading documents
Trunk	<ul style="list-style-type: none"> • Some twisting, e.g. access desk drawers • Carrying items, e.g. materials for the program • Bending below the knee
Other	<ul style="list-style-type: none"> • Interacting with internal and external customers • Simultaneously talking on the telephone and writing down notes • Climbing of stairs between levels (shire office also has a lift available) or to get in or out of workplace.
Work Environment	<ul style="list-style-type: none"> • Outdoor in varying temperatures in line with Council Heat and UV procedures • Indoor air conditioned offices with carpeted floors
Work Station	<ul style="list-style-type: none"> • Adjustable Work station • Adjustable chair provided
Weights	<ul style="list-style-type: none"> • Lifting weights up to approximately two reams of A4 paper

7. Key Selection Criteria

- Demonstrated project management experience in the youth and social planning field.
- High level of leadership and people skills with the ability to manage and motivate a team of multi-disciplinary experts in an integrated and collaborative way to achieve quality outcomes.
- Demonstrated experience in building and managing relationships with multiple stakeholder groups and agencies to facilitate delivery of projects and programs on time and to budget.
- Demonstrated expertise in designing, conducting, analysing, and synthesizing advanced research or evaluations, and producing high-quality documents such as the Municipal Public Health & Wellbeing Plan and the Reconciliation Action Plan.
- Knowledge of emerging trends, principles and evidence based approaches, and practice, in relation to social and community planning.
- Able to foster a culture of collaboration amongst diverse stakeholders, with demonstrated experience in community engagement and consultation.
- Excellent verbal and written communication skills including the ability to produce succinct and comprehensive briefings, reports, contracts and project briefs.
- A sound understanding of the principles and practices of budget management and administration.
- Current driver's license.

8. Other relevant information

- This position requires a pre-employment police check. This check will be organised by Nillumbik Shire Council as part of the recruitment process. Permission will be sought prior to this check being undertaken.
- This position requires a pre-existing injury and medical declaration form. This form will be provided to you for completion by Nillumbik Shire Council as part of the recruitment process.

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- This position requires a Working With Children Check. The successful applicant must provide a copy of their WWC Check Card to Nillumbik Shire Council prior to commencement for placement on their Personnel File, and notify the Department of Justice within 21 days of commencement of employment with Nillumbik Shire Council.
- The incumbent **will** be required to work on weekends and evenings dependant on the requirements of programs, projects and community consultations.
- This position requires evidence of qualification documentation.
- This position may require applicants that reach the later stage of the recruitment and selection process to undergo pre-employment psychometric testing. If required, this testing will be organised by Nillumbik Shire Council and applicants will be advised of the process at that later stage.

9. Recruitment information

Nillumbik Shire Council is committed to equal employment opportunity and encourages applications from people with disability. Applicants will be considered based on merit as per relevant skills, qualifications, and experience. We are committed to providing a safe working environment that embraces and values child safety, diversity and inclusion.

Applicants must have, and provide proof of, the legal right to work in Australia.

The successful applicant will be required to sign a copy of the Position Description to state that they have read and understood and agree to all requirements.

10. Application information

To obtain any additional information regarding this position, please contact **Nichole Johnson**, Manager Community Partnerships on 0438 384 183. Applications can be submitted online at Nillumbik Website until 10pm (AEDT), Tuesday 15 April 2025. Apply now!

Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace. With one in five Australians identifying as having a disability, Council is committed to providing the best possible experience for everyone, regardless of their ability. This position description can be provided in an alternative format, by request. Applicants being offered an interview with Council are encouraged to advise if any adjustments are required to support them during the interview process.

If you need any support or reasonable adjustments at any stage during the recruitment process, please contact Human Resources at hmail@nillumbik.vic.gov.au