



We believe in the power of
inspired young people

YMCA of the Northern Territory

Position Description

Position Title:	Community Relations Manager
Position Location:	Palmerston Youth Drop In Centre
Department:	Youth and Community Services
Reports To:	Executive Manager – Youth & Community Services
Direct Reports:	Nil

1. Introduction

Everyone at the YMCA of the Northern Territory is dedicated to making a positive community impact in all the work we do. From childcare, to before and after school care, from recreation and aquatics, to accommodation and youth services, we believe in the power of inspired young people. Whether they are in our care, participate in our programs, or work for us, we work to empower young people to be all they can be.

Our Youth and Community Services operate across the Territory. We manage the YMCA Hostel in Darwin, providing affordable accommodation for people at risk of homelessness. We deliver empowering youth services in Darwin, Palmerston, Katherine and Alice Springs, and we deliver a range of community programs including the Defence Communities program.

Palmerston Youth Drop In Centre

The Palmerston Youth Drop In Centre is a youth-led, safe and empowering space for young people managed by the Y in partnership with Larrakia Nation. The Centre offers supervised activities, skill development, leadership opportunities, and targeted follow up for young people in Palmerston.

2. The role

Based at the Palmerston Youth Drop In Centre, and co-located with the Palmerston Swimming and Fitness Centre, this role is responsible for amplifying our impact in the Palmerston community.

As Community Relations Manager, your primary responsibility is to bring all stakeholders along on the journey. While the Drop In Centre team focus on implementing best-practice youth work principles, you will develop positive relationships with key stakeholders ensuring they are actively engaged throughout the implementation phase and beyond.

3. Key performance indicators

- **Empowered young people**

Young people's voices, opinions and feedback is listened to, valued, and central to the operations of the Drop In Centre. Young people are encouraged and empowered to take responsibility and develop independence.

- **Continuous communication with all stakeholder groups**

There is ongoing clear, consistent two-way communication with all stakeholder groups through a variety of channels. Community members have accessible avenues to provide feedback, and feedback is responded to promptly and professionally. Centre developments, successes, and opportunities are shared widely and transparently.

- **The wider Palmerston community engage with the Drop In Centre**

Positive relationships with key stakeholders, including Larrakia Nation, Northern Territory Government, City of Palmerston. Community organisations and other Youth Services regularly collaborate with the Y to deliver activities at the Drop In Centre. Palmerston Youth Drop In Centre is viewed as a community asset and valued service, and the Centre is utilised for community benefit when not in use as a Drop In.

4. Characteristics and qualities required

- A 'people person' able to develop and maintain relationships easily
- Positive role model in the community, actively demonstrating the Y's values.
- Excellent written, verbal and interpersonal communication skills
- Strong attention to detail
- Collaborative approach to stakeholder engagement

5. How we work – our values

At the Y of the NT, we undertake all our work, guided by a set of core values:

- We value the whole person, consisting of a body, a mind and a spirit each of which is of equal importance.
- We value the dignity and intrinsic worth of all people regardless of age, gender, ethnicity, belief or other difference.
- We value diversity of people, communities and nations.
- We value equality of opportunity and justice for all people.
- We value healthy communities based on relationships between people which are characterised by love, understanding and mutual respect.
- We value acceptance of personal responsibility.

These core values translate into four key operational values:

Honesty – Respect – Caring – Responsibility

6. Safeguarding Children and Young People

The Y Northern Territory is strongly committed to the safeguarding of children and young people. As part of our team, you will champion children and young people's safety and wellbeing by:

- Adhering to, and maintaining a working knowledge of, the Y Northern Territory Code of Conduct, and all policies, procedures and strategies relating to the safeguarding children and young people.
- Supervising children and young people at Y programs, services and facilities.
- Acting as an extended guardian towards children and young people where you have interactions and at all times taking reasonable steps to prevent abuse and neglect.
- Reporting any suspicions, concerns, allegations or disclosures of alleged child abuse or neglect in line with Safeguarding Reporting Policy and child protection legislation.
- Actively involving children and young people in feedback processes, the development of new programs, and the creation and implementation of policies relating to children and young people, using standardised practices and resources.
- Actively promoting cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities.
- Declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with children and young people.

7. What you bring to the role

- Tertiary qualification in communications or a related discipline and/or equivalent experience within community engagement.
- Excellent written, verbal and interpersonal communication skills.
- Demonstrated experience developing and maintaining stakeholder relationships.
- Experience working with young people and communities from diverse backgrounds, in particular at-risk young people and Aboriginal and Torres Strait Islander young people.
- Current CPR certification.
- NT Driver's Licence (preferred)

8. Mandatory requirements of employment (to be maintained throughout your employment)

- Hold a valid Working with Children Clearance.
- Hold a satisfactory Criminal History Check.



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- Complete Y Safeguarding Children and Young People training and refreshers as directed.
- Hold current CPR certification.

9. Position Acceptance

I have read and understood the duties and requirements of my position as described above. By signing this position description I agree to and acknowledge the expectations required of me.

Please note, this position description is a guide and does not limit the requirements or tasks of your role with the Y Northern Territory.

Employee's Name _____

Date _____

Employee's Signature _____