



We believe in the power of
inspired young people

YMCA of the Northern Territory Position Description

Position Title:	Youth and Community Services Operations Manager
Position Location:	Northern Territory
Department:	Youth and Community Services
Reports To:	Executive Manager
Direct Reports:	Palmerston Youth Operations Manager, Katherine Youth Team Leader, Hostel Manager

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.

Youth and Community Services

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

2. The role

As the Operations Manager, you are responsible for the successful delivery of the Y's Youth and Community Services across the Territory. You put young people's voices and opinions at the heart of the Y's Youth Services, ensuring programs are youth-led and strengths based.

The Operations Manager is instrumental in shaping best-practice delivery and ensuring the teams are future-focused and outcomes driven.

The Operations Manager will:

- Lead Youth & Community Services operations, providing leadership to three direct reports.
- Ensure all services are delivered according to the program model, funding agreements and budgets, and organisational requirements.
- Build and maintain positive relationships with key stakeholders, partners, and funding bodies.
- Lead continued improvement and embed a culture of quality improvement and responsiveness

3. Key performance indicators

- **Best-practice Youth and Community Services delivery**
Excellent youth work and community services practices implemented. All Y Northern Territory policies and procedures are implemented. Reporting deadlines, risk management and compliance requirements, facility management and recordkeeping expectations are met. Program expenditure is managed carefully and proactively.
- **Strong stakeholder and community engagement**
Positive relationships built and maintained with key stakeholders, including Larrakia Nation, National Indigenous Australians Agency, Northern Territory Government, local councils, community organisations and other services that regularly collaborate with the Y.
- **Strong staff teams**
Staff feel supported in their role and enjoy working at the Y. There are open, transparent communication channels and two-way feedback. Staff work as a cohesive team to support young people. There is regular collaboration across Youth & Community Services.
- **Empowered young people**
Young people's voices, opinions and feedback is listened to, valued, and central to the Y's Youth Services. Young people are encouraged and empowered to take responsibility and develop independence.
- **Our Youth & Community services are inclusive, welcoming, and culturally safe spaces**
All people feel welcome at the Y. The supervision and safety of young people is a priority. Culture and diversity is celebrated. Staff understand the unique needs of at-risk young people and vulnerable people, and use a strengths-based, trauma-informed framework.

4. Characteristics and qualities

- Excellent leadership and people management capabilities
- Strengths-focused, motivational approach to youth work and community development
- Positive role model in the community, actively demonstrating the Y's values
- Strong attention to detail
- Collaborative approach to stakeholder engagement

To be successful in the role, you will be a strong people manager, with effective problem-solving skills and a strong passion for young people.

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 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

- Minimum three years' experience in a similar role.
- Demonstrated experience managing and leading a team.
- Relevant formal qualification/s and/or extensive relevant experience.
- Strong planning and time management skills.
- Excellent conflict resolution and negotiation skills, and the ability to manage challenging behaviours and situations.
- Experience working with young people from diverse backgrounds, in particular at-risk young people and Aboriginal and Torres Strait Islander young people.
- NT Driver's Licence (preferred)
- Trauma informed care and practice training (preferred)
- Cultural Awareness training (preferred)
- Restorative Practice training (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.
- 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 _____