

YMCA of the Northern Territory

Position Description

Position Title:	Drop In Centre Team Leader
Position Location:	Palmerston Youth Drop In Centre
Department:	Youth and Community Services
Reports To:	Palmerston Youth Operations Manager
Direct Reports:	Case Support Workers, Youth Workers, Volunteers

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

As Team Leader, you are responsible for the successful operation of the Palmerston Youth Drop In Centre. You manage a team of Youth Workers and Case Support Workers with strong leadership and excellent communication. You build positive connections with young people accessing the Drop In Centre and role model best-practice youth work. You provide guidance, direction and advice to the Drop In Centre team. You place young people's voices and opinions at the core of centre operations and ensure the Drop In Centre is youth-led and strengths-based.

As Team Leader you have specific responsibility for the weekends and public holidays, to ensure leadership coverage across the centre's opening hours.

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.

- **An inclusive, safe and culturally-safe space for young people**

All young people feel welcome in the space. 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 use a strengths-based, trauma-informed framework.

- **Palmerston Drop In Centre operations run smoothly**

Reporting deadlines, compliance requirements and recordkeeping expectations are met. All Y Northern Territory policies and procedures are implemented. Centre expenditure is managed carefully.

- **Strong staff team**

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.

- **Strong stakeholder and community engagement**

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

- Strengths-focused, motivational approach to Youth Work
- Positive role model in the community, actively demonstrating the Y's values.
- Excellent leadership and people management capabilities
- 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.



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inspired young people

7. What you bring to the role

- Minimum Certificate III in Community Services, Youth Work or equivalent.
- Minimum three years' experience in a similar role.
- Demonstrated experience managing and leading a team.
- Ability to take primary responsibility for the weekend and public holiday shifts.
- Strong administration, planning and time management skills.
- Experience working with young people from diverse backgrounds, in particular at-risk young people and Aboriginal and Torres Strait Islander young people.
- Excellent conflict resolution and negotiation skills, and the ability to manage challenging behaviours and situations.
- Current First Aid certification.
- NT Driver's Licence (preferred)
- Suicide prevention training (preferred)
- Trauma informed care and practice training (preferred)
- Cultural Awareness 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 _____