

Position Description



This is an identified position classified as a special measure under section 12 of the Equal Opportunity Act 2010 (Vic). The position aims to promote substantive equality in employment for groups that experience disadvantage. To be eligible, applicants must identify with at least one of the following groups: Aboriginal and/or Torres Strait Islander; from a culturally and linguistically diverse background; living with disability, illness or injury; or a young person aged 16–25. Applicants do not need to identify with all groups listed.

Position Title	Youth Services - Jets Creative Support Officer
Classification	Band 3
Position Number	Vacant
Directorate	Community Wellbeing
Department	Youth and Family Services
Service Unit	Youth and Community Connections
Date	August 2026
Prepared by	Jets Team Leader

Banyule Council	Banyule City Council is an award-winning organisation that prides itself on a customer-focused culture of innovation, best practice and continuous improvement. We uphold an enviable reputation for customer service and work diligently to maintain high quality services to provide the best possible opportunities and outcomes for the community we represent. Our community is made up of diverse, cultures, beliefs, abilities, bodies, sexualities, ages and genders. We are committed to access, equity, participation and rights for everyone: principles which empower, foster harmony and increase the wellbeing of an inclusive community.
Team Overview	The Youth and Family Services department at Banyule City Council sits within the Community Wellbeing directorate. It provides a range of services to children, families, young people and community groups within the municipality. These services promote and support health, wellbeing and education and strive to build a connected and safe community. The Youth and Family Services department is committed to working ethically in partnership with the community within a Citizenship Framework. In essence this means that the department works to include and encourage community participation and respects the rights of individuals to have a say in decisions which affect them. Jets Studio is the Youth Hub from which Banyule Youth Services operate from and is an innovative music and creative arts youth focussed facility. The facility is based in Bundoora in northern metropolitan Melbourne.

Position Objectives	Under the direction of the Jets Team Leader and with support from the Youth Services team, the Jets Creative Support Officer assists with planning and delivering activities, workshops, events, school engagement and the annual Youth Festival; captures content for creative projects, reporting and promotion; supports the use and administration of Jets' technical and creative resources; prepares approved digital collateral and practical resources using templates and under direction; contributes to team projects and administrative processes; helps create a positive, safe, inclusive and supportive environment that encourages young people of all abilities to participate; and captures and refers youth consultation input to inform decisions about facility offerings.
Our Values	All Banyule staff are to adopt the key values of Working Together Working Better and strive to meet these behaviours in carrying out their duties. Our core values are:
	RESPECT is characterised by supporting each individual's dignity and worth.
	INTEGRITY is the quality of staying true to our moral, ethical, and spiritual principles.
	RESPONSIBILITY is acknowledging and accepting the choices we make, the actions we take, and the results they lead to.
	INITIATIVE is characterised by having a proactive, resourceful and persistent approach to work.
	INCLUSION is characterised by embracing and valuing the perspectives and contributions of all.
Key Responsibility Areas	Assist in the delivery of programs, including but not restricted to the following: Technical resource, support and skill development - Assist with the delivery of programs for young people that support their wellbeing, development, access and participation while operating within a community development framework. - Undertake support tasks as required under the direction of the youth team to ensure the smooth running of activities, community presentations, programs and events for young people in Banyule. Creative expression: - Assist young people to express themselves through their involvement in arts, music, photography, film and multimedia programs and workshops. Prepare approved social media collateral for the Jets and Youth Team using templates and under direction. Capture and refer consultation input from young people to the appropriate team member. Administration

	Assist with maintaining accurate records including the daily diary, equipment inventory sign in and sign out process and other entry-level administration tasks, as required.
Organisational Relationships	Position Reports to: Jets Team Leader Internal Liaisons: Youth Engagement Officers; Youth Programs Officers, Outreach Team Leader and casuals; Jets staff. External Liaisons: Young people, other community and youth services organisations.
Accountability and Extent of Authority	- The position works under general supervision within established procedures and allocated priorities. - The employee selects from a limited range of established methods in recurring situations. - Guidance and advice are readily available, and non-routine, sensitive, technical or higher-risk matters are referred to the supervisor. - The position plans and organises its own allocated work over several days and is not responsible for employees, budgets, policy, programs or independent technical decisions.
Judgment and Decision Making	- Select from a limited range of established methods when responding to recurring situations. - Identify routine errors or issues and take the appropriate next step. - Follow procedures, protect confidential information and seek guidance when required. - Escalate non-routine, sensitive, technical or higher-risk matters to the supervisor.
Specialist Knowledge and Skill	- Ability to use, or learn to use, Microsoft 365 and relevant Council systems. - Ability to enter, check and maintain accurate information and records. - Ability to act professionally and respectfully in accordance with the Youth Workers Code of Ethical Practice for Victorian Youth Workers. - Awareness of issues affecting young people and willingness to learn relevant administrative and service processes.
Management Skills	- Ability to organise tasks, follow allocated priorities and meet agreed deadlines. - Ability to plan and organise own allocated work over several days under general supervision. - Willingness to learn new administrative processes and transfer skills between work areas.
Interpersonal Skills	- Clear and respectful written and verbal communication. - Ability to provide inclusive customer service and work cooperatively with others. - Ability to communicate respectfully with young people, colleagues and members of the public. - Ability to respect different cultures, abilities, identities, beliefs and values. - Ability to resolve minor problems. - Ability to work and contribute to a team.
Qualifications and Experience	- Interest in Community Services or Youth work. - Experience in and/or passion for working with young people. - Experience or interest in program/activity delivery. - Ability to resolve minor problems. - Flexible availability preferred – afternoons/evenings could be required

	• Ability to obtain and maintain a valid Victorian Working with Children Check and National Police Check before commencing employment, and to renew them as required during employment. • First aid qualification (or willingness to obtain).
Key Selection Criteria	
	• Interest in supporting young people and contributing to community, youth or creative programs. This may come from work, study, volunteering, community involvement or lived experience. • Willingness to assist with programs, activities, workshops or events for young people. Previous experience is welcomed but is not essential. • Ability to communicate respectfully, work cooperatively with others and provide welcoming and inclusive service. • Ability to organise tasks, follow procedures and seek guidance when needed. • Willingness to learn Microsoft 365, Council systems and new work processes. Training and support will be provided. • Ability to maintain accurate records, protect confidential information, follow safe work practices and promptly escalate non-routine, sensitive or higher-risk matters.
Environmental and Sustainability Requirements	• Adhere to Council's Environment Policy and Environment Strategy. • Adhere to Council's Sustainability Code of Practice and Environmental Purchasing Guidelines.
OH&S and Other Risk Requirements	• Ensure a safe and healthy environment by fulfilling the responsibilities and requirements of Council's health and safety system and health and wellbeing program. • Exercise reasonable care to prevent injury to oneself and others whom may be affected by ones duties and actions. • Exercise due care for Council property for which this position is responsible or issued. • Ensure a child safe environment and contribute to a culture of child safety by fulfilling the responsibilities and requirements of Council's Child Safe Policy and procedures. • Adhere to and attend Council's Mandatory training.
Continuous Improvement Requirements	• Adhere to Council's Continuous Improvement Framework. • Ensure that processes and systems are fit for purpose and continuously reviewed to ensure the delivery of the best possible service to the community whilst demonstrating value for money.