

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 Classification Position Number Incumbent	Diverse Communities Youth Programs Assistant Band 3 VACANT
Directorate Department Team	Community Wellbeing Youth and Family Services Youth and Community Partnerships
Date Prepared by	August 2026 Youth & Community Connections Coordinator

Banyule City Council Overview	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 well-being of an inclusive community.
Department and 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.
Position Objectives	Under the general supervision of the Coordinator Youth & Community Connections and Youth Engagement Officers, the Diverse Communities Youth Programs Assistant supports the delivery of high-quality programs, activities and events for young people aged 10–25 and their families. The position collects and communicates information that assists senior staff to identify opportunities that build young people's skills, confidence and capacity to participate in cultural, social and learning opportunities in their community; assists with the preparation and delivery of activities, workshops and events, particularly for culturally and linguistically diverse communities; and provides approved information and support responsive to the needs of young people and their families.

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	This role will be responsible for the following key areas: • Assist with the delivery of approved programs for young people that support wellbeing, development, access and participation within a community development framework, with a focus on culturally and linguistically diverse community members. • Support the preparation and delivery of activities, community presentations, workshops, programs and events for young people in Banyule, in accordance with established plans, procedures and allocated priorities. • Provide approved information to young people and families and escalate non-routine, sensitive, technical, safety-related or higher-risk matters to the supervisor or an appropriate senior officer. • Under supervision, prepare approved promotional information for Banyule Youth Services social media and websites to support engagement with local young people. • Collect, enter, check and maintain accurate program records, attendance information and statistics; assist with routine reports and work plans; and enter or collate factual information in approved program-proposal templates under the guidance of senior staff. • Undertake prescribed checks and other allocated support tasks that contribute to the outcomes of the Banyule Youth Plan, seeking guidance where requirements are unclear.
Organisational Relationships	Position Reports to: Coordinator Youth & Community Connections Internal Liaisons: Coordinator Youth & Community Connections, Jets Team Leader; 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. • The position provides approved information and routine support to young people, families and other clients of Youth Services within the limits of established procedures.
Judgment and Decision Making	• Select from a limited range of established methods when completing recurring tasks and responding to routine enquiries. • Identify routine errors, omissions or issues and take the appropriate prescribed next step. • Provide approved information and refer matters outside established procedures or delegated authority to the supervisor. • Prioritise the safety and wellbeing of young people and colleagues and promptly escalate safeguarding, sensitive, technical or higher-risk concerns. • Seek readily available guidance and advice when a situation is unfamiliar, requirements are unclear or an independent technical decision would otherwise be required.
Specialist Knowledge and Skill	• Ability to act professionally and respectfully in accordance with the Youth Workers Code of Ethical Practice for Victorian Youth Workers. • Ability to provide inclusive customer service and routine administrative support in accordance with established procedures. • Awareness of issues affecting young people, including mental health, youth homelessness, family breakdown, substance use, sexuality and social media, and an understanding of when to seek guidance or refer a matter. • Ability to support the preparation of approved promotional information for social media and websites. • 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 follow procedures, protect confidential information and seek guidance when required. • Willingness to learn new administrative processes and transfer skills between work areas.
Management Skills	• Ability to organise allocated tasks, follow priorities and meet agreed deadlines. • Ability to plan and organise own allocated work over several days within established procedures and available resources. • Ability to support delivery of an approved program or activity as instructed, without responsibility for managing employees, budgets, policy or programs.
Interpersonal Skills	• Clear and respectful written and verbal communication, including the ability to prepare routine correspondence and records. • Ability to provide inclusive customer service and work cooperatively with young people, families, colleagues, community members and partner organisations. • Ability to communicate with empathy, tact and respect while maintaining appropriate professional boundaries. • Understanding of and respect for differences in cultural backgrounds, identities, beliefs and values within the community. • Ability to contribute to a team, complete allocated work with appropriate independence and seek guidance when required.

Qualifications and Experience	• Secondary education, short relevant training, current relevant study, or equivalent capability gained through community participation, volunteering, lived experience or work. • Experience in, or demonstrated interest in, supporting young people. • Experience assisting with program or activity delivery. • Ability to use, or learn to use, Microsoft 365 and relevant Council systems. •
Mandatory and inherent requirements	• Current Working with Children Check and satisfactory Nationally Coordinated Criminal History Check. • Current first aid qualification, or willingness to obtain one. • Availability to work afternoons or evenings when required.
Key Selection Criteria	
1. Secondary education, short relevant training, current relevant study, or equivalent capability gained through community participation, volunteering, lived experience or work. 2. Experience in, or demonstrated interest in, supporting young people and assisting with the delivery of programs or activities. 3. Clear and respectful written and verbal communication, with the ability to provide inclusive customer service and work cooperatively with others. 4. Ability to organise tasks, follow allocated priorities, meet agreed deadlines, enter and maintain accurate records, identify routine issues and take the appropriate next step. 5. Ability to use, or learn to use, Microsoft 365 and relevant Council systems; follow procedures; protect confidential information; seek guidance when required; and learn new administrative processes. 6. Ability to support the preparation of approved promotional information for social media and websites.	
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 who may be affected by one's 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.