



Job Description

Position Youth Programmes Coordinator

Reports to Centre Manager

Last updated November 2017

Key Relationships

Internal

Centre Manager
General Manager, Assets and Services
Other YMCA staff

External

Programme participants
Raise Up Crews

Position purpose

The Youth Programmes Coordinator position exists to lead the delivery of Youth Programmes from a specified location, including organising and implementing youth events in the community.

In addition to this, all members of the YMCA Greater Wellington Team are expected to proactively monitor and commit to ensuring that all health and safety requirements are met. This includes being up-to-date with expectations, processes and policies and acting in accordance with these.

Values

All employees of the YMCA are expected to behave in accordance with our values of Respect, Honesty, Caring and Responsibility. This includes being a positive role model to others by demonstrating behaviours that are consistent with these values.

Key Accountability Areas

Youth Programme Support (50%)

This will be achieved by but not limited to:

- Supporting the Centre Manager to develop and deliver high quality Youth programmes including by working in conjunction with other Youth Programme team members as required to ensure effective and consistent programmes for YMCA GW
- Monitoring and reviewing the effectiveness of Programmes as required
- Supporting the Centre Manager to maintain positive relationships and open communication with suppliers and stakeholders
- Responding to customer enquiries with regards to programmes resolving these or directing them on as necessary to ensure customer service excellence
- Completing necessary health and safety records, reporting and compliance processes as required by the Centre Manager
- Working collaboratively with other Youth Programmes Coordinators to develop and implement 'large scale' events and/or to achieve efficiencies and consistency of programmes

Raise Up Crew Leadership (50%)

This will be achieved by but not limited to:

- Recruiting crew members to ensure an active and effective Raise Up Team, working in conjunction with the Centre Manager as required
- Maintaining effective communication with all crew members to ensure they are up-to-date and able to participate fully in the programme
- Arranging and leading regular meetings with the crew to ensure a planned and effective approach to the development and implementation of activities
- Providing advice and support to the crew to arrange necessary resources for delivery of the Programmes
- Acting as an adviser and mentor to the crew to support their ideas and planning, ensuring that events and activities are appropriate and successful
- Providing advice and guidance to the crew with regards to health and safety, and other best practice standards that need to be incorporated into activities and events

Person Specification

Qualifications

- Current First Aid Certificate
- Full clean drivers licence
- A tertiary qualification in a related field (e.g. Youth Work) is highly desirable

Skills and Experience

- At least 2 years' experience working with youth
- Proven organisational and planning skills, particularly for events

All employees of the YMCA Greater Wellington are expected to demonstrate a commitment to the principles of the Treaty of Waitangi.

All employees of YMCA Greater Wellington are required to undergo Police Vetting and to maintain the ability to provide a police record check that satisfies the business and employment needs of YMCA.

Competencies

Communication: uses written and oral English to ensure effective communication with a wide range of clients; adapts communication style to suit the audience; listens to fully understand and respond accordingly

Planning and Organising: uses sound organisational techniques to ensure deadlines are met and priorities are managed effectively; maintains a clean and tidy work environment; prepares robust plans to ensure workloads are achieved

Relationship Management: builds and maintains positive relationships with internal and external stakeholders; works positively with people to achieve results even under difficult circumstances

Team Work: genuinely values others input and expertise, and is willing to learn from others; shares own ideas and contributes positively to the team; is flexible to do tasks beyond own job to support the team from time to time

Leadership: provides sound guidance for own team; works to build a positive and productive working environment; ensures high standard of performance of self and team; acts as a role model for others

Judgement and Decision Making: knows when to involve others in decisions; uses sound judgement to assess a situation and decide the best response or action; understands the impact of own decisions

Drive and Energy/Initiative: willingly takes on additional tasks to support the wider team; identifies opportunities for growth or improvement and acts on these as appropriate; demonstrates commitment to getting the job done even under difficult circumstances

Customer Service: clarifies customer expectations and ensures needs are met; acts quickly to effectively respond to customer requests; relates well to a wide range of customers

Problem Solving: identifies likely causes of a problem and develops a clear action plan to solve the problem; understands when to involve others to seek a solution; anticipates when a problem may arise and acts to minimise or eliminate the problem