



POSITION DESCRIPTION	
Position title	Youth Services Coordinator – Kaleidoscope
Service area	Greater Darwin Region
Location	Primarily Darwin and other sites as needed
Award & Classification	SCHADS Industry Award - Level 3-4
Reports to	Chief Executive Officer
Direct reports	Nil – note this is a non-executive role
Hours	Full time, 36 hours per week
Date approved	January 2025

About Melaleuca Australia

Formed in 1997, [Melaleuca Australia](#) is a specialist organisation that supports humanitarian entrants, migrants and people from culturally and linguistically diverse (CaLD) backgrounds of all ages, settling in the Northern Territory (NT) of Australia, through the provision of a suite of [specialist services](#).

The organisation also offers generalist employment services as a [Workforce Australia](#) service provider, under an alliance arrangement with [AMES Australia](#), to enhance and improve economic participation through supporting individuals into meaningful employment.

Everything we do is in partnership with a network of individuals, community groups, government and non-government sectors to support successful outcomes for our clients. Our vision is *a world where everyone belongs*.

About the program - MyNT-Kaleidoscope

MyNT-Kaleidoscope is a service designed to connect multicultural youth in the NT, empowering them to access needed supports, grow their leadership skills, and engage as active members of their community. Across Australia, every state and territory offers multicultural youth support and leadership programs, all connected through the Multicultural Youth Advocacy Network (MYAN), the National Peak Body.

Position summary

The position engages multicultural youth in the Greater Darwin Region to identify key issues affecting young people and collaborate on solutions requiring support from the NT Government and other sectors. It involves establishing a youth consultative forum and creating initiatives that enhance leadership skills, foster identity exploration, and encourage networking through creative approaches and social media. The role also works to increase youth representation, influence understanding of youth issues through innovative approaches.

Key responsibilities:

1. Systemic impact

- Engage multicultural youth across the NT to identify key issues affecting them and work collaboratively to develop solutions that require support from the NT Government and other sectors. This includes establishing a youth consultative forum to involve youth as key stakeholders in the program, and leading the development of a work plan to engage with multicultural youth in Darwin.
- Develop and establish initiatives that provide opportunities for young people to grow their leadership skills, explore their identities, and network together. These initiatives should leverage social media and other platforms to tap into the talents of young people and empower them.
- Work to increase the representation of multicultural youth in the NT, raising awareness of the issues they face and influencing public understanding. This may include using innovative pathways like a youth portable panel to promote youth perspectives, supporting the formation of a youth steering committee, and facilitating collaboration with the MyNT steering committee to develop plans for broader youth engagement.

2. Relationship Management

- Assist in organising and facilitating youth engagement activities and consultations to gather insights, encourage active participation, and involve youth in projects, contributing to the broader national work of MYAN. Coordinate activities that bring youth together and engage with youth service providers locally and nationally to expand MyNT's networks.
- Provide hands-on support at youth events, ensuring a welcoming, inclusive environment for participants and assisting in the evaluation of project outcomes. Use feedback to inform and improve future projects and initiatives. Support special projects associated with MyNT as directed.

3. Contracts, Systems, Reporting and Administration

- Coordinate program deliverables in line with the approved Annual Work Plan, ensuring alignment with contractual obligations and objectives.
- Provide logistical support for project activities, including event preparation, youth resource development, and coordinating program deliverables.
- Support communication and marketing activities by drafting social media communications and producing promotional materials such as fliers and brochures. Assist in the distribution of communication and campaign materials via social media platforms and other channels to engage both youth and the wider community.
- Undertake administrative functions including case noting, reporting, provision of logistical support, convening the steering group, record keeping of meetings, and ensuring the effective storage of relevant and confidential program documents.
- Assist with drafting and collating reports, maintaining service and program records, tracking inventory, and gathering records and information relevant to the effective coordination of MyNT.
- Provide general administrative duties and assistance across the program, including supporting the MyNT committee administratively and ensuring accurate documentation of program activities.

4. Organisation wide

- Comply with Melaleuca policies, procedures and values, and positively reflect the organisation at all times.
- Comply with Melaleuca's commitment to safeguarding children. Melaleuca Australia is a child safe organisation and is committed to safeguarding children and young people. Melaleuca has zero tolerance for child abuse and will contribute to providing an environment in which all children and young people feel safe, supported and respected.
- Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.
- Develop and maintain professional and respectful working relationships with all staff, stakeholders and clients, using cultural humility.
- Participate in supervision and debriefing as required.
- Participate in essential and non-essential Professional Development (PD) and maintain personal records of all PD to ensure ongoing upskilling. Participate in performance reviews on a regular basis with Manager.
- Attend meetings, training, toolbox, team building and other client related forums that may occur outside of workhours, and as required by the organisation.
- Actively contribute to the continuous quality improvement of the organisation.
- You may be required to work across any other Melaleuca sites in line with your appointed role and/or skills; and undertake other duties as required.

Selection Criteria

Key Essential

1. Relevant tertiary education and/or professional development in project management, community engagement, or related disciplines (desirable), with proficiency in office management software, including MS Office (specifically MS Excel and MS Word).
2. Experience in youth work, community services, or project support and coordination, with a demonstrated ability to manage complex projects and initiatives.
3. Demonstrated understanding of the issues affecting young people from multicultural backgrounds, with the ability to apply this knowledge in community engagement.
4. Proven ability to build and maintain positive relationships with young people, stakeholders and service providers, fostering collaboration and mutual support.
5. Exceptional organisational, communication, and interpersonal skills, enabling effective engagement with youth, stakeholders, and partners.
6. Strong capacity to work autonomously and collaboratively in a dynamic team environment, with demonstrated problem-solving skills.
7. Understanding of multicultural issues, diversity, and inclusion principles, particularly within the Australian context, and experience in applying these in practice.
8. Proven ability to work to Key Performance Indicators (KPIs), meet deadlines effectively, and maintain accurate service and program records.
9. Excellent written and verbal communication skills, ensuring clear and professional correspondence, reporting, and stakeholder engagement.

Licences/clearances (essential):

1. Current valid Cass C driver's licence
2. Current Police Clearance
3. Current valid NT Ochre Card (Working with Children clearance)

AGREEMENT TO THIS POSITION DESCRIPTION:

Employee Name: _____

Employee Signature: _____

Date: _____

Manager's Signature: _____

Date: _____