

ROLE DESCRIPTION

State Commissioner – Youth Experience

Title	State Commissioner – Youth Experience
Reports to	Assistant Chief Commissioner – Program
Direct Reports	Potential team leadership or peer support for other Program Commissioners
Measurement	Unit program quality; member participation and retention

This is a voluntary position.

Scouts Victoria is a Child Safe organisation. Scouts Victoria is inclusive of all, regardless of gender, sexuality, race, religion, or abilities and does not tolerate any form of harm, abuse or neglect.

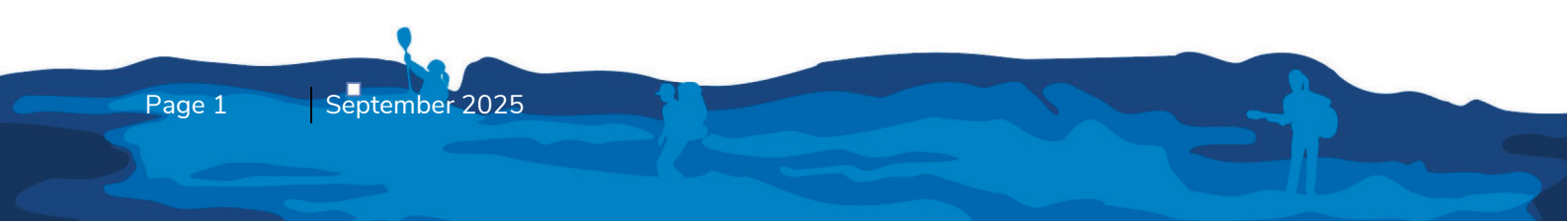
The State Commissioner – Youth Experience will share in the Chief Commissioner's leadership focus, driving the improvement of the youth experience across the journey of a young person through Scouting. Success for this role is a higher member retention rate, because of better program delivery that's aligned with the desires of young people and because of a better overall experience in Scouting. This role will ensure that the voice of all young people is heard in how we shape and support our youth program, and will focus the work of our program-related supporters with evidence that tells us where we can improve youth experience.

A range of potential backgrounds and skillsets could be relevant – a Youth Program Leader with a track record of retaining members, a young person with a vision for Scouting, an experienced Commissioner ready to mentor other Commissioners, someone who has had experience in the development of the program or its resources who is ready to drive program delivery improvement across the State, or many others.

Scouts Victoria aims for best practice while meeting obligations to Scouts Australia (National), Asia-Pacific Region of WOSM (APR) and World / WOSM (The World Organisation of the Scouting Movement).

Program Management Team

The State Commissioner – Youth Experience will convene the Program Management Team, and drive the improvement of youth experience through that forum.



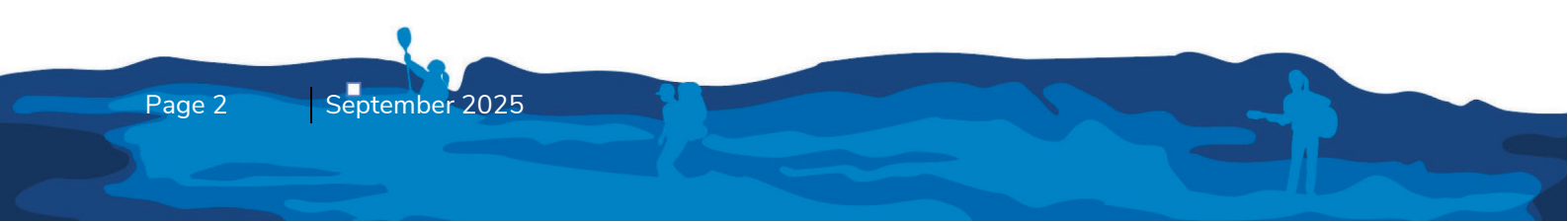
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The State Commissioner – Youth Experience may take on team leadership or peer support responsibilities for other existing Commissioner roles (e.g. be a first point of support to some section State Commissioners), to be determined.

The State Commissioner will also work with the broader Program Team, with Major Events, Adventure, and Program Support Leaders to marshal efforts across sections and geographies to target support for youth experience in Units that its needed.

PRIMARY RESPONSIBILITIES

1. Convene the Program Management Team
2. Develop a methodology for tracking the quality of youth experience, through a rigorous and regularly deployed survey instrument
3. Identify the program needs of different groups of youth members (i.e. 'customer personas') so that we can influence the design of the program and ensure its delivery meets diverse needs.
4. Lead the delivery and evolution of the Quality Scouting Challenge program quality campaign and the Quality Scouting Award retention recognition campaign.
5. Coordinate Section-based support and connect with Region Commissioners to get program support to Units with youth experience issues, using a clear system for tracking the resolution of issues.
6. Oversee and champion the various mechanisms that the Branch has to involve young people in the definition and leadership of their program
7. Identify and address the support needs of young people in program leadership roles
8. Continuously improve our methods of youth leadership and youth voice
9. Oversee the Branch's approach to supporting linking across sections, working with section teams to ensure a cohesive approach (e.g. to delivery of strategies from the Journey Forum).
10. Work with the State Commissioner Program Resources and Section Councils on the the quality of delivery of Personal Development courses, particularly tracking the youth experience
11. Drive any change in culture, practices and attitudes needed to support Scouts Victoria's strategic priorities and meet the needs of young people.
12. Other duties as required by the Chief Commissioner or Assistant Chief Commissioner Program



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ATTITUDE, SKILLS and KNOWLEDGE REQUIRED

Attitude

1. Be enthusiastic with a strong commitment to Scouting principles, the importance of the Scout method, and currency in the program
2. Value diversity in its many forms and use it to build the strength of teams
3. Walk the talk on delivering customer service excellence, understanding that local Scouting is what we're here to support
4. Believe in the power of youth involvement in delivering and supporting their program.
5. Uphold and demonstrate a commitment to the implementation of Child Safe Scouting

Skills

1. Have a track record of building effective and inclusive teams in Scouting or externally
2. Have the ability to create or commission customer/member experience surveys and have insights on how this could be practically deployed in Scouting.
3. Be able to include young people meaningfully in making decisions that affect them
4. Have planning, monitoring and delegation skills
5. Be able to coach and mentor team members in a way that is empowering while also meeting performance standards, including having courageous conversations
6. Have influencing skills, where outcomes need to be achieved across a support structure
7. Demonstrate risk management, work health and safety (WHS), Scoutsafe and Child Safety skills

Knowledge

1. Have a sound knowledge and strong commitment to the aims, objectives and philosophy of the Scout Movement, its policies and procedures and have a clear understanding of the methods which make it distinctive from other youth organisations
2. Have an understanding of different program delivery contexts in Victoria, including challenges and opportunities in rural and regional Victoria
3. Have completed Wood Badge level training as a Youth Program Leader (or have made progress towards this is a young adult member)
4. Have completed Program Support Leader training to Wood Badge level or be willing to complete this within twelve months.

