Youth Engagement Manager

Oct 2026

Reporting to:	Senior Manager - Digital Content and Youth Involvement
Direct reports:	Nil
Status:	Full-time fixed term (ends 30 June 2028) We support flexible working – please talk to us about what you want.
Salary range:	Commensurate with experience + super + NFP salary packaging
Location:	Hybrid Model (office in Sydney)

ReachOut is an inclusive workplace, committed to providing opportunities for people from diverse and often marginalised groups. We encourage applications from people of all ages, backgrounds, and identities. This includes but is not limited to people with living experience of mental health issues and/or recovery, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, people who identify as LGBTQIA+ and people with disability.

What ReachOut does

At ReachOut we are guided by a clear, simple ambition – helping young people feel better. This means that everything we do is designed to help young people feel:

- better in the moments when they most need help
- better about who they are and their place in the world.

And be:

- better able to cope with the challenges they're facing today
- better set up and equipped to manage when life doesn't go as planned.

Anonymous and confidential, ReachOut is a safe place where young people can openly express themselves, get a deeper understanding and perspective on what's happening in their lives, connect with people who will provide judgement-free support, and build the resilience to manage their challenges now and in the future.

100 per cent online and designed specifically for – and with – young people, ReachOut lets young people connect on their terms at any time from anywhere. From one-to-one support from experienced peer workers to tips, stories, and resources, ReachOut offers a wide range of high quality and safe support options that allow young people to engage in the ways they want to, when they want to.

And, ReachOut Parents and ReachOut Schools provide valuable information, resources and advice to help parents, carers and educators to better understand the young people in their lives and to play an active role in their wellbeing.

About the role

The Youth Engagement Manager is a champion for young people and an advocate for lived and living experience within ReachOut. The primary objective of this role is to operationalise the organisation's commitment to meaningful youth participation, ensuring young people are active partners in decision-making, consultation and feedback. Working under the general direction of the Senior Manager - Digital Content & Youth Involvement, you will be part of embedding collaborative, meaningful and safe participation across all functions of ReachOut. This role is also responsible for the establishment of a new Youth Advisory Group, including recruiting, managing and engaging the group.

We're looking for a youth engagement specialist who's excited to come in and make their mark. We have recently designed a new Youth Participation Framework, and with it have been piloting a new Youth Advisory Group model and are looking for somebody to come in and own the scaling and implementation. You'll be a great communicator, knowing exactly what it takes to help young people feel safe and supported. You're comfortable giving feedback to diverse stakeholders, and truly believe in the power of collaborative decision-making.

You've got program management experience with volunteers and are great at managing competing commitments and prioritising on the go. You're excited to provide insight and guidance into the best ways to work with volunteers and young people across the organisation.

Key tasks

Youth Participation Framework

- Provide expert guidance to the organisation on best-practice youth and volunteer engagement and the power of a safe, personalised approach.
- Identify and implement improvements to volunteer policies, procedures, and risk systems to ensure they remain fit for purpose.
- Support the ongoing review and continuous improvement of the Youth Participation Framework
- Manage the Youth Participation Working Group, supporting staff members to work effectively and safely with young people and volunteers

Youth Advisory Group

- Recruit, train, and mentor the Youth Advisory Group, ensuring diverse youth voices influence all the work that ReachOut does.
- Continuously improve the program and create a seamless experience for group members
- Advocate for the Youth Advisory Group at every level of the organisation
- Maintain regular contact with group members and act as the intermediary between ReachOut and the group.
- Build systems and processes for the organisation to be able to work with the group, including but not limited to:
    - Connecting Youth Advisory Group members with internal buddies and/or mentors

- Supporting Youth Advisory Group members at engagements
- Be the point of contact for feedback from the group

- Ensure a high level of psychological safety for group members and follow ReachOut's best practice duty of care protocols when working with young people
- Coordinate youth engagement administrative activities such as scheduling meetings, travel arrangements, and reimbursements and remuneration
- Support the ongoing running of the First Nations Youth Advisory Group
- Effectively track outcomes and report to major government and non-government funders

Main relationships

With	Purpose
Senior Manager - Digital Content and Youth Involvement	Provides ongoing management and support to the Youth Engagement Manager
Youth Advisory Group	Build and maintain strong relationships with the group and support their activities and interactions with staff
Service Delivery Team	Participate as a positive and contributing team member
ReachOut Teams	Support their active engagement with Youth Advisory Group

Selection criteria

To be successful in the role, you need:

- 3 years' experience running a youth-focused engagement, advisory or volunteering program
- Demonstrated experience working with and implementing youth engagement and volunteering frameworks
- Excellent online and offline communication and facilitation skills and the ability to connect with a diverse group of young people on their level
- A passionate advocate for the power of lived and living experience with a commitment to ReachOut's values and the better mental health of young people.
- Strong skills in building rapport and collaborating across diverse teams and with a network of internal and external stakeholders.
- Knowledge of IAP2 spectrum for public participation, risk management, and the principles of safe storytelling.
- Proven ability to manage competing priorities, meet deadlines, and use data to maintain program outcomes.

- Strong leadership skills
- A commitment to ReachOut's values and behaviours

We also think it would be useful to have:

- An understanding of safe storytelling and lived experience principles