

# POSITION DESCRIPTION



## Youth Worker Assistant

### Position Details

Position Number	CS55			
Directorate	Corporate and Community Services			
Department	Community Services			
Section	Children, Youth and Family Services			
Location	Youth Booth, 152 Wentworth Street, Glen Innes			
Reports To	Youth Worker			
Award Classification	Band	Operational	Level	3
	Status	Permanent Part-Time (24 hours per fortnight)	Grade	5
Prepared By	Helen Stapleton, Human Resources Officer (Payroll) Ellie Brackenborough, Manager of Community Services			
Date	1 March 2024			
Other Conditions and Benefits	<ul style="list-style-type: none"><li>Child Related Employment – Working With Children Check required</li></ul>			
Approved By		Date		

### Our Vision

Glen Innes Severn Local Government Area will be recognised as: A Prosperous Connected Community that Nurtures its People and Places.

### Our Mission Statement

Together we focus on our customers and partners to deliver the best possible local government services and projects at the best possible value now and into our shared future.

### Our Values

Respect – Integrity – Courage – Honesty – Transparency

### Our Council

Working for Council means you'll be joining a dedicated team where your individual effort is part of something much bigger – delivering great things for our community.

The Council covers an area of 5,487km<sup>2</sup>, and is located in the beautiful New England area of NSW. This area encompasses the town of Glen Innes and villages of Deepwater, Emmaville, Glencoe, Wellingrove and Red Range. We're proud of the contribution our community makes to this vibrant, dynamic and attractive area in which to live and work.

---

### The Role

The Youth Worker Assistant will promote young people's access to activities and organisations within the Glen Innes Severn Local Government Area, to enhance community involvement and facilitate the development of self-esteem, self-reliance, social confidence, and works towards improved outcomes for youth.

---

### Selection Criteria

*Applicants should carefully address all criteria in their applications. To be recommended for appointment, applicants must demonstrate that they meet the essential criteria.*

#### Essential

- ✧ Knowledge and understanding of current practices, standards and guidelines relevant to youth service provision, plus demonstrated practical experience
- ✧ Experience working with young people from diverse backgrounds
- ✧ Knowledge of mental, emotion and physical challenges facing young people and strategies and referral pathways to address these
- ✧ Demonstrated effective oral and written communication skills
- ✧ Sound computer skills, in particular data entry and word processing
- ✧ Experience in community development and leading groups (preferably involving young people)
- ✧ Current Class C driver's licence (car licence)
- ✧ Ability to meet the requirements for a Criminal Record and Police Check and NSW Working with Children Check

#### Desirable

- ✧ Certificate IV in Community Services (Youth Work and/or Community Services Work) or the equivalent
- ✧ Experience supervising volunteers or staff

---

### Essential Duties and Responsibilities

*The duties and responsibilities listed here are considered essential to achieving the primary objectives of this job. Other duties consistent with the functions and role of the position may be assigned.*

- ✧ Promotes the image of the Council in a positive manner and actively works to promote good public relations.
- ✧ Supports the delivery of projects and programs in alignment with Council's Strategic Planning and Funding Body requirements, fostering a positive image and collaborative teamwork to provide well-coordinated services for individuals aged 12 to 24, thereby enhancing public relations.
- ✧ Elevates customer service standards by promptly providing feedback, adhering to policies, and consulting with the Youth Worker on program-related matters.
- ✧ Guides the target demographic towards appropriate assistance, demonstrating vigilant awareness of mental health issues and substance abuse risks, and facilitating access to services and engagement in activities.
- ✧ Plans, executes, and assesses activities in consultation with participants, promoting self-esteem and social confidence while collaborating with the Youth Worker on program-related issues, volunteer requirements, and health and safety concerns for positive outcomes.
- ✧ Customizes Youth Booth activities, acting as a role model during group activities to foster social interactions, prioritizing risk management for a safe environment during events and maintaining accurate records to drive continuous improvement.

## Position Description – Youth Worker Assistant

- ✧ Fulfills 'Mandatory Reporter' obligations, addresses suspected neglect or abuse while upholding confidentiality standards, contributes to network development, collaborates with service providers, and promotes access to community-based activities.
- ✧ Maintains a focus on quality improvement for all activities, operates office equipment, participates in training, and holds a current first aid certificate, while also training and coaching new staff/volunteers to ensure effective contributions to positive outcomes.
- ✧ Performs any other assigned duties within the scope of skills, competence, and training.

---

## Supervisory Responsibilities

This position may directly and/or indirectly supervise the following positions:

Direct Reports:

1 to 5 volunteer workers on a regular basis, during program activities

Carries out supervisory responsibilities in accordance with the organisation's policies and applicable laws. Supervisory responsibilities include:

- ✧ planning, assigning and directing work
- ✧ coaching and advising employees

The employee may be required to provide advice on evaluating volunteer performance.

---

## Financial Authority

This position has no authority to approve or control expenditure.

---

## Physical Demands

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit and talk and hear in an environment with generally low to moderate levels of background noise. He or she is frequently required to use hands and arms to operate the controls of motor vehicles, computer keyboards and other office equipment.

The employee must frequently lift and move objects up to 10 kilograms in weight and must occasionally lift and move objects up to 20 kilograms, using safe lifting techniques. Sufficient personal mobility is required to enable the employee to operate motor vehicles and participate in physical aerobic activities.

Specific vision requirements for this job include close vision for reading, writing and computer operation, plus distance vision, peripheral vision and depth perception adequate for the safe operation of motor vehicles.

---

## Work Environment

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually quiet to moderate. There are no other unusual work environment characteristics associated with this job.

### Computer Skills

✧ Intermediate skills in Microsoft Office software, Internet and email.

### Key Accountabilities / Behaviours

Communication	Comprehends oral and written information, and clearly and effectively expresses self in the presentation of ideas; develops written work in a logical and comprehensive manner where appropriate
Safety	Follows safety policies and procedures using proper techniques to ensure the protection of people and property
Interpersonal Relations	Establishes effective working relationships with co-workers, supervisors & managers, clients and/or the public; gets along well with others
Acceptance of Supervision	Willingly accepts and follows instructions given by supervisor in the performance of duties; responds to training and coaching in a constructive manner
Motivation / Initiative	Displays an interest in performance of tasks, including those over and above regular assignments; willingly accepts increasing responsibility and accountability; makes recommendations and suggestions to improve operations
Adaptability / Flexibility	Adapts readily to new situations and changes in the workplace; works well under pressure; learns and functions well under widely different situations and circumstances
Customer Service	Demonstrates knowledge of internal and external customers; is sensitive to customer needs and expectations; anticipates needs and responds promptly and willingly to provide information, services and/or products as needed
Confidentiality	Can be trusted to use discretion in dealing with customers and fellow employees; maintains confidentiality of information or materials appropriate to position
Judgment / Discretion	Exercises logical thinking and foresees consequences of actions; has adequate knowledge of all applicable policies or rules and selects appropriate guidelines or procedures to follow in a variety of situations
Physical Effort	Puts forth the physical exertion required to perform assigned tasks; Can be counted on to do one's share of the work

### Salary Progression Skill Steps

Skill 1.1	AF25002.	File and retrieve documents from records system
Skill 1.2	CHCCHILD401B.	Identify and respond to children and young people at risk
Skill 1.3	CHCCN303A.	Contribute to provision of nutritionally balanced food in a safe and hygienic manner
Skill 1.4	CHCPR614D.	Observe children and interpret observations
Skill 1.5	CHCADMIN201D.	Undertake basic administration duties
Skill 2.1	CHCCHILD403B.	Promote the safety, well-being and welfare of children, young people and their families
Skill 2.2	CHCCHILD301B.	Support behaviour of children and young people
Skill 2.3	CHCGROUP403D.	Plan and conduct group activities
Skill 2.4	CHCADMIN302D.	Provide administration support

### Council Codes and Rules

The employee who occupies this job must be knowledgeable about Council's Code of Conduct and other policies and organisation rules that affect his or her employment. It is a requirement of the job that these codes, policies and rules are followed.

### WHS and Risk Management Responsibilities

- ✧ Comply with all Work Health and Safety legislation and risk management requirements and abide by all relevant policies and procedures.
- ✧ Undertake appropriate training and inductions, and comply with instructions
- ✧ Appropriately use all PPE and resources provided to undertake the work safely.
- ✧ Ensure hazards are identified in the workplace and appropriate control measures are in place.
- ✧ Comply with statutory, Council and legal requirements in the areas of risk management including Work Health and Safety.
- ✧ Comply with all injury management processes and legislation including the direct reporting and investigation of injuries, accidents and near misses.

---

### EEO Management Responsibilities

- ✧ Demonstrate a positive commitment to and compliance with all relevant Equal Employment Opportunity legislation, covering all forms of workplace discrimination, harassment and bullying.
- ✧ Comply with Council' EEO policies and report breaches.

---

### Acknowledgement and Acceptance

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. This is not a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

---

Employee Name

---

Signature

---

Date

---

Supervisor Name

---

Signature

---

Date