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## Position Description

Role:	Casual Community Services Assistant
Department/Section:	Community Development/Community Services
Reports to:	Team Leader Community Care or Team Leader Youth Services or Children and Families Community Development Officer
Responsible for:	NIL

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### WORKING AT MOSMAN COUNCIL

Members of the Mosman Council staff team are expected to be:

- Ethical
- Excellent communicators
- Committed to customer service
- Technically and professionally competent, with a pride in keeping their knowledge current
- Focussed on solutions
- Team players

### MAIN PURPOSE

The Community Services Team at Mosman Council plays a vital role in providing person-centered services to various segments of our community, including older residents, individuals with disabilities, their caregivers, youth, and families. This position is responsible for providing essential administrative and operational support to multiple areas within the Community Services Team, ensuring smooth operations and a high level of service quality.

This position is responsible for providing administrative and operational assistance to services within the Community Services Team:

- The Seniors' Centre, Community Transport, Food and Social Support Services.
- Programs in the Youth Centre including drop-in, youth workshops, volunteer programs and holiday programs.
- The Connections Playgroup and events in Children & Families Team.

Interpersonal skills are important as the position works closely with clients and volunteers across a number of areas. Good judgement and initiative are required to ensure tasks are completed on time and in a safe manner. A Working with Children Check is essential.

**KEY RESPONSIBILITIES**

- Contribute to the day-to-day operations of Council's Community Services programs and work co-operatively with staff to provide a quality experience for Mosman Community members accessing our services.
- Collaborate with various programs within the Community Services Team, such as the Seniors' Centre (assisting with centre activities, meal services, community transport including driving car/small bus, or care programs), Youth Centre (supporting youth programs), and Children & Families Team (supporting playgroups and events).
- Maintain a professional and supportive approach when interacting with clients and volunteers across different areas, ensuring a positive experience.
- Demonstrate good judgment and initiative to ensure timely and safe task completion in diverse settings.
- Assist in the development and implementation of community programs and activities, including event planning for seniors, youth workshops, and playgroup sessions, contributing to the overall well-being of community members.
- Support communication and marketing efforts, including social media, to promote various programs and engage the community effectively.
- Ensure a hygienic environment and the proper maintenance of facilities and resources, whether it's setting up for playgroups, organising youth workshops, or assisting in the Seniors' Centre, creating welcoming spaces for all.
- Handle incoming correspondence and information efficiently using the Council's electronic Corporate Information Management System (ECM).
- Adhere to legislative, industrial, and Council policy requirements and standards, including Equal Employment Opportunity principles.
- Under the guidance of the Supervisor ensure adherence to legislative and regulatory requirements including child protection and child safe policies.
- Act lawfully, honestly and exercise a reasonable degree of care and diligence in carrying out your functions and comply with our Code of Conduct and Prevention of Fraud and Corrupt Conduct Policy
- Other duties may be allocated by the Supervisor or Manager as required
- This role requires strong interpersonal skills, adaptability, and the ability to work effectively across various service areas to contribute to the well-being of our diverse community.

## WORK HEALTH AND SAFETY RESPONSIBILITIES

As an employee of Mosman Council you must:

- Take reasonable care for your own health and safety
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons
- Comply, so far as you are reasonably able, with any reasonable instruction that is given by Mosman Council (to comply with its responsibilities under the *WHS Act*)
- Co-operate with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers
- Participate in training, emergency response rehearsals and reviews
- Keep the workplace safe, clean and tidy
- Cooperate with safe work method statements, standard operating procedures and controls
- Report all incidents, near misses and injuries
- Report hazards
- Undertake rehabilitation and return to work program requirements, where required
- Wear and maintain provided Personal Protective Equipment (PPE)
- Cooperate with Site Safety Rules
- Actively participate in any other safety activities

**SKILLS AND COMPETENCIES - Selection Criteria****Essential:**

- Minimum qualification in a field relevant to Community Services such as Cert 3 in a human services subject, for example early childhood education, youth work, or community work and/or relevant experience in a related field.
- Demonstrated experience in delivering quality customer service in person, by telephone and email.
- Excellent communication and interpersonal skills, including advanced listening skills and a courteous, 'can-do' attitude.
- Demonstrated experience in working flexibly and cooperatively as part of a team.
- Ability to build and maintain relationships with individuals and groups.
- Excellent interpersonal and communication skills, including conflict resolution and negotiation abilities.
- Awareness of current issues impacting the communities within the Mosman area.
- Excellent computer proficiency with Microsoft Office suite together with keyboard and word processing skills with high levels of accuracy.
- Working with Children Check Clearance.
- Satisfactory achievement of a National Criminal Record Check undertaken through Council
- Satisfactory achievement of a driving assessment undertaken through Council
- Driver's License and willingness to drive and assist service delivery if required.

**Desirable:**

- Demonstrated commitment to continuous improvement strategies.
- First Aid Certificate or willingness to obtain one.
- A valid Covid-19 Vaccination Certificate

**Conditions of Employment**

Mosman Council operates under the *Local Government (State) Award 2023*.

Hours:	Variable over a 4 week period across a 7 day spread of hours
Status:	Casual
Experience:	Demonstrated experience working with older people and/or young people and/or children and families.
Commencing Salary / Range:	Group C Council Salary System plus 25% loading Superannuation Band 1, Level 3
Position Approved By:	Dominic Johnson
Approved Date:	9 February 2024

***Employee only:***

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Employee's Name (printed).....

Employee's Signature ..... Date.....