

## Palmerston North City Council Job Profile

<b>Position Title</b>	<b>Youth Services Coordinator</b> (casual)
<b>Reporting to</b>	Youth Services Team Leader
<b>Unit</b>	Community
<b>Date Created</b>	September 2019

### Values

We are committed to fostering an environment where our values of Trust, Worth, Service, and Transformation form the cornerstones of our interactions with each other and the city we serve. We believe it is essential to treat each other with respect and dignity, take responsibility for own actions, and have a positive, friendly, and professional approach.

### Context

The COMMUNITY unit is comprised of four divisions, Community Development, Libraries, Housing and CET Wildbase Recovery Centre. Although each area has a differing focus, all support the enhancement of community wellbeing underpinned by the nationally recognised guiding principles of community-led development:

- shared local visions or goals drive action and change
- use existing strengths and assets
- many people and groups working together
- building diverse and collaborative local leadership
- adaptable planning and action informed by outcomes.

Combined, the unit provides opportunities for people to connect, learn, share, create, collaborate and experience through access to innovative services and facilities such as the Libraries, Youth Space and the CET Wildbase Recovery Centre. Alongside strategic and community partners, the unit also has a role for supporting the capacity and capability of the community and cultural sectors; and the tenancy management for Council's substantial housing portfolio.

The Youth Services team provide a fun, safe and welcoming environment within which young people can spend time and explore opportunities for social and personal development. The multi-purpose space is utilised for a range of activities aimed at the age range of 13 – 19 years including youth library services, events, and programmes.

## Main Purpose

The Youth Services Team engage with the youth of Palmerston North empowering, building relationships, and providing a sense of belonging through the provision of targeted programmes, activities, and services. Success in this role is defined as being highly motivated, youth focused, and knowledgeable, continuing to look for new ways to engage and delight current and future visitors.

## Responsibility for Managing Staff

None.

## Financial Authority

This position has no delegated financial authority

## Key Areas of Responsibility

- Work with the Youth Services team, and other internal teams as appropriate, to deliver a positive youth centred service with a particular focus on providing:
  - A safe, pleasant, and engaging space where youth of all backgrounds can come and enjoy their time free from negative behaviours, and where issues are dealt with in a timely, sensitive, and professional manner (in line with the Youth Space Code of Conduct)
  - Opportunities and resources for youth to learn, develop (formal and informal mentoring, experience), and to be seen as positive role models
- Develop positive working and support relationships with key community and youth groups and organisations to facilitate youth development opportunities in the City
- Refer youth in a sensitive and accurate manner to service providers and relevant agencies as required
- Model the desired behaviours and act as a positive role model, including demonstrating self-management, self-motivation, and take a strengths based perspective in line with Youth development principles
- Maintain a basic working knowledge of general library procedures
- Take responsibility for keeping professionally current, regularly updated, and proactively extended with informal and formal professional development in the youth development area
- Support programmes and events and activities that promote Libraries & Community Services' services and resources
- As part of a team proactively manage the space in accordance with the Youth Space Code of Conduct including behavioural management.

**Please note:** Key areas of responsibility are likely to develop and change over the course of an employee's tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. The annual Performance, Planning and Evaluation (PPE) will supersede this job description. In addition, employees may be asked to do tasks outside of this description as and when required

## Risk Management accountabilities for all employees

- **Council Policies and Procedures:** Ensure self and team comply with applicable council policies and procedures.

- **Environmental:** Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws and council policies. Promote the proactive management of environmental issues associated with conducting business.
- **Health & Safety:** Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly)
- **Employment Legislation:** Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

## Key Relationships

### Internal:

- Programmes Team
- Community Development Team
- Community Living Rooms Team

### External:

- Community
- Youth and carers/families of youth
- Local service providers
- Local education providers

## Typical knowledge, skills, and attributes

### Knowledge (*qualifications and experience*)

- A tertiary qualification would be an advantage but is not a requirement
- Experience in leading/ mentoring/ youth development
- Understanding of positive youth development principles
- Understanding of and ability to use the internet, databases, intranets, Office software such as Excel, Word and Outlook, social media and other technology
- Experience in an environment where youth are among client groups is highly desirable. For example, experience at a youth health provider, library, education provider etc
- Understanding of the Youth Worker Code of Ethics – Ara Taiohi
- Working knowledge of the Youth Development Strategy
- Understanding of the Treaty of Waitangi

### Skills and Attributes

- A demonstrated understanding of and strong personal commitment to manaakitanga (nurturing relationships, looking after visitors, customers, and colleagues) – both in working within the team, in working with youth, and in working with colleagues

- An ability to communicate with a wide array of people in a range of contexts across the socioeconomic spectrum in a professional, courteous, and respectful manner
- Ability to develop and maintain strong networks and relationships with external parties
- A demonstrated ability to work collegially, and collaboratively with other staff to deliver services
- Positive, flexible and adaptable attitude with an ability to work under pressure
- Ability to be on feet / mobile for the entire shift, ability to assist with moving of furniture and equipment
- Ability and confidence to learn, adapt to, and adopt changes in work tools, methodologies and environments, particularly in relation to Information Technology
- Ability to contribute to a positive and productive team environment
- Ability to establish priorities and organise work effectively and efficiently while paying attention to detail

### Usual Hours of Work

This position is a casual position meaning work is on an 'as and when' required basis with no guarantee of the continuing availability of work.

### Remuneration

- This role is graded at **GP2** on the Council's remuneration system, pro-rata based hours worked, i.e. between **\$40,683** (92%) and **\$44,221** (100%) depending on the Manager's assessment of the skills/experience of the jobholder and any other relevant factors.

### Other

The position may be called to work outside normal working hours in the event of a Civil Defence emergency or exercise. The job holder will be expected to participate fully in training provided for this and any other Unit activities.

### Competencies

Core	
Service	Able to identify and understand customers' needs, find solutions, seek feedback and follows up on solutions.
Communication	Able to provide clear communication, seek clarification and communicate with a variety of people
Business ethics	Good understanding of and able to implement an ethical approach to work.
Information technology	Able to utilise the relevant computer packages used at Council

Role specific	
<b>Professional Skills</b>	Developed a body of professional knowledge reflected by an appropriate tertiary qualification and/or equivalent experience. Knowledge base is current and regularly updated and extended. Allocates and manages resources within area of expertise.
<b>Relationship Building</b>	Able to build and maintain strong networks both internally and externally. Has an understanding of stakeholders' needs and the drive to deliver on commitments. Has understanding of underlying drivers at the group and individual level, and the impacts of diversity. Able to deal with and resolve conflict. Demonstrates understanding sensitivity to other groups and values diversity
<b>Organisation Achievement</b>	Pro-actively plans work cycle and identifies required resources and deliverables. Ensures that planning and action is aligned with the vision and direction of the organisation. Monitors and takes appropriate action to ensure goals and outputs are achieved. Reports regularly on progress. Seeks world class solutions to performance.
<b>Team Work</b>	Is an active and contributing team player. Models the standard for teams and teamwork. Understands team dynamics and is able to use these in building and developing teams.
<b>Coaching and mentoring</b>	Keeps up-to-date with professional knowledge and looks for opportunities for professional development.