

Position Description



Position Title:	Youth Services Officer
Position Number:	YHOW01
Purpose of Position	<p>The provision of high quality youth services through various outlets across Ku-ring-gai.</p> <p>This role is a designated child related position. The incumbent of this position must have a Working with Children Check Clearance Number in accordance with the <i>Child Protection (Working With Children) Act 2012</i> and the <i>Child Protection (Working With Children) Regulation 2013</i>. Visit www.kidsguardian.nsw.gov.au for details.</p>
Grade of Position:	<p>Band 4</p> <p>May be responsible as a co-ordinator for the operation of a small section, the position completes tasks requiring specialised technical/administrative skills.</p>
Hours of Work:	35 hours per week, required to work evenings and occasional weekends.
Department:	Community
Section:	Community Development
Position Reports to:	Youth Services Coordinator
Number Supervised:	Nil
Approved by:	Director Community Date: July 2016

CONTACTS

Key Contacts Within Department

- Youth Services Coordinator
- Youth Services Officer
- Manager Community Development

Key Contacts in Other Departments

- IT Help Desk
- Purchasing and Accounts
- Building Services staff
- Communications

Key Contacts Outside Council

- Youth Service Officers in Northern Sydney
- Youth groups and organisations in Ku-ring-gai
- High schools in Ku-ring-gai

Budget Allocation: Nil

EMPLOYEE DECLARATION

I will comply with the requirements of this Position Description.

Name:

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Signature:

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Date:

Trim Reference: 2015/216985

GENERIC OUTPUTS OF POSITION

- **Comply with WHS Legislation, Policies and Procedures**
 - Maintain a high standard of housekeeping and a safe work area
 - Identify and report all Hazards for your area
 - Wear required Personal Protective Equipment (PPE)
 - Participate in the development and review of Risk Assessments
 - Adhere to control measures and safe systems of work
 - Report all Incidents and Near Misses
 - Meet in reporting timeframes
 - Comply with the Return to Work Program
- **Comply with EEO and Anti-discrimination Legislation, Policies & Procedures**
 - Act to prevent workplace harassment, discrimination and bullying
 - Report known incidents of workplace harassment, discrimination and bullying
- **Comply with Council's Code of Conduct and Values**
 - Comply with Council's Statement of Business Ethics
 - Behave ethically and transparently
 - Contribute towards the achievement of Council's strategic plans
 - Lead by example
 - Support sustainable programs and activities
 - Learn and comply with Council's strategies, policies and procedures
 - Act with care for the local environment and community
 - Take responsibility for your actions
 - Care for Council's people, assets and finances
 - Use and maintain Council's corporate systems
- **Comply with Document Storage Legislation and Procedures**
 - Store and maintain corporate records in Council's electronic document
 - records management system in accordance with relevant standards, procedures and the State Records Act
- **Perform as a Team Member**
 - Productively contribute to the outcomes of work teams
 - Work cooperatively with team members and supervisor
 - Maintain an attendance record that contributes positively to team productivity
 - Carry out allocated tasks to standards required
 - Use good judgement and problem solving skills
 - Obey all lawful instructions
 - Attend and positively contribute to team meetings
 - Work cooperatively to achieve Work Plan timeframes and measures
 - Regularly review with supervisor own performance against required outcomes
 - Complete an annual performance assessment and Work Plan
- **Complete required learning and development programs**
 - Learn and share knowledge
 - Complete induction/re-induction program
 - Complete job-specific training programs
 - Complete relevant legislative-based training
 - Apply learning, knowledge and skills to enhance team performance
- **Comply with Council's Customer Service Policy and Standards**
 - Be accessible and provide customers with clear and accurate information
 - Deliver timely, punctual and reliable service to customers
 - Communicate with customers in a professional and courteous manner
 - Maintain a good flow of communication with customers
 - Manage customer enquiries, records and complaints
 - Complete all paperwork and on-line recording within required time limits
 - Maintain a high standard of personal grooming and hygiene
- **Maintain Workplace Security**
 - Adhere to procedures for accessing and securing premises, keys, plant, vehicles, equipment, information and cash

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ESSENTIAL CRITERIA TO BE ADDRESSED IN YOUR APPLICATION

1. Required Qualifications/Certificates

- Diploma or Degree in Social Science / Youth Work or related
- Current first aid certificate or willingness to obtain one
- Class C driver's licence
- Working with Children Check Clearance Number

2. Required Experience

- Demonstrated experience in working with young people in direct service provision
- Experience in program /project development for young people
- Ability to work flexible hours including evenings and weekends

3. Required Skills

- Demonstrated organisational and administrative skills in maintaining service statistics
- Proven programming skills
- Strong interpersonal skills and ability to relate to young people from different backgrounds
- Demonstrated conflict resolution skills

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OPERATIONAL OUTPUTS OF PERSON IN POSITION

■ Youth Centres

- Operate Council's Youth Centres (Gordon, St Ives & Turramurra)
- Develop recreational and support focussed youth centre programs

■ Youth Events

- Assist in the organisation and oversight of a youth entertainment program of events (E.g. skate competitions, Discobility, live music events) according to established timeframes

■ Youth Projects and Programs

- Operate a range of youth participation projects (E.g. public art projects, youth leadership initiatives and school holiday programs)
- Liaise with schools and other local youth service providers to create partnerships for programs and events

■ Youth Week Program

- Assist in organising and overseeing Council's Youth Week program in accordance with funding guidelines

■ Specialist Workshops and Mentoring

- Assist in the organisation of specialist programs such as parent forums and educational/skill development workshops for young people

■ Communication and promotion of services

- Assist in the promotion of Council's youth services to young people, schools and community groups (E.g. media releases, Enews, mail-outs, internal distribution, social media)
- Consult with young people using a range of strategies to develop programs in response to identified community needs
- Actively outreach to young people and community regarding the operation of youth programs

■ Operational Duties

- Maintain the Ku-ring-gai Youth Services web and social media pages
- Contribute to the ongoing development, update and maintenance of Council's risk management processes
- Maintain up to date statistics for all youth service initiatives
- Oversee casuals and volunteers when required
- Involvement in the development and implementation of youth service policies and procedures, evaluation tools and grant applications
- Ensure equipment, resources and furniture are upgraded and repaired as required
- Compliance with cash handling, credit card payment and online booking policies and procedures