

POSITION DESCRIPTION

Position Title:	Youth Services Officer		
Classification:	Band 5	Status	Full Time
Group:	Liveable Communities	Business Unit:	Community and Family Services
Reports to:	Team Leader Youth Services		
Direct Reports:	N/A	Date:	July 2024

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

- Develop, deliver and evaluate a range of engaging programs, events, projects and services that meet the current and future needs of young people across the Cardinia Shire.
- Work with young people to assess their individual needs, develop goals and support them to access appropriate activities, programs and specialist support services
- Engage young people through conversation and/or activities when rostered at Councils Youth Facility
- Contribute to the implementation of the Youth Services Business Plan.
- Support the achievement of Business Unit and organisational objectives.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

Youth Services

- Provide advice to the Coordinator Youth Services, Team Leader Youth Services and the Manager Community and Family Services on youth services issues in area of responsibility.
- Implement and meet key performance indicators as included in the Individual Annual Performance Development Review and termly work-plans.

Youth Work

- Develop, implement and evaluate events, group programs and education/personal development workshops that are age appropriate and reflect the needs/interests of young people in the Shire
- Establish and maintain effective and collaborative working relationships with education providers, community agencies and their workers
- Work with young people to assess their individual needs, develop goals and support them to access appropriate activities, programs and specialist support services
- Support the success and promotion of Councils Youth Facility
- Engage young people through conversation and/or activities when rostered at Councils Youth Facility
- Deliver after school programs and activities that support the personal and social development of young people.
- Work with the community and schools to deliver programs and services that are of benefit to young people.
- Draft funding applications and complete draft reports for external funding bodies as required.
- Provide an efficient and effective assessment process with the aim of supporting young people and refer where appropriate.
- Develop and maintain knowledge of current services and infrastructure that service the local community.
- Develop strategies to encourage participation of young people from diverse backgrounds taking into consideration their socio-economic status, ethnicity, gender, sexuality and all abilities in services and programs.
- Assist team members with the development and implementation of Shire wide programs, projects and activities where required.
- Collect and collate data as required.

Community Information

- Provide information to young people and the community in Cardinia so they are aware of the services available to them.
- Assist young people and the community in identifying appropriate referral agencies and provide information to the community on service options.

General

- Represent Council at official functions, meetings, seminars etc. both during and outside normal working hours, as necessary to effectively carry out the position and to convey a positive public image of Council.
- As part of a team, contribute to the development of organisational, strategic and business plans for the achievement of financial, quality management and customer service targets.
- Keep up to date with developments, legislation and regulations relevant to the requirements of the position.
- Support and assist other staff in the department, in order to achieve individual, departmental and corporate objectives.

POLICY AND PROCEDURE COMPLIANCE

Adhere to (and promote) HR, IT, OH&S/Risk Management/Youth Services policies, procedures and practices.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.



- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The freedom to act is governed by clear objectives and/or budgets with frequent prior consultation with the Team Leader Youth Services and a regular reporting process to ensure adherence to plans.
- The employee is accountable for the quality, effectiveness, cost and timeliness of the programs, projects or work plans under their control and for the safety and security of the assets being managed.
- The employee has the authority for on-going programs, program development and committee work after initial approval.
- The employee is also required to ensure that all employees, students and contractors under their direction are trained in safe working practices and in the safe operation of equipment and are made aware of all occupational health and safety policies and procedures.
- The employee has authority to sign routine correspondence. Anything of a sensitive nature is to be referred to the Team Leader Youth Services for action.

JUDGMENT AND DECISION MAKING

- It is expected that balanced judgement be shown in all decision-making processes and that particular emphasis be paid to this aspect in the case of sensitive issues.
- It is paramount that vulnerable young people are safeguarded and there may be times when there are safety concerns. It is the responsibility of the Youth Services Officer to adhere to the Child Safe Standards, using good judgment on when to seek additional advice and guidance should a notification to DFFH need to be made.
- The person may use some discretion in determining levels of advice and support required for participants in the program and implements referral and assessment procedures as appropriate, ensuring that the safety of children is considered. Ability to make independent decisions within the scope of the position and in line with council policies and practice guidelines
- Guidance and advice will usually be available within the required time to allow the Youth Services Officer to make informed decisions.
- Decisions must be made in determining the needs of young people and their families and developing programs to address the identified needs, within budgetary constraints and in conjunction with Team Leader Youth Services.

SPECIALIST KNOWLEDGE AND SKILLS

- Knowledge and experience in the youth sector.
- Knowledge and understanding of contemporary youth issues and developmental stages.
- Knowledge of local and regional networks.
- Budgeting for programs under development.
- Understanding of issues relating to a growing community.
- Understanding of the relevant regulations in the youth sector.
- Understanding and appreciation of the goals of the Youth Services unit.
- Understanding of the principles of continuous improvement and quality based approach to service development and delivery.
- Community development skills.
- Program/event management skills.

- Experience in and knowledge of program design, implementation and evaluation is required.

INTERPERSONAL SKILLS

- Ability to relate and communicate with young people
- Effective skills such as empathy, tolerance and understanding with participants in difficult situations
- Ability to work with a variety of stakeholders and gain their cooperation
- Group-work facilitation
- Effective communication skills
- Conflict management skills
- Assessment and individual support skills.
- Networking skills

MANAGEMENT SKILLS

- Well-developed skills in prioritising work, managing time and meeting tight timeframes.
- The employee is also required to ensure that all employees, students and volunteers under their direction are trained in safe working practices and in the safe operation of equipment and are made aware of all occupational health and safety policies and procedures.
- Capacity to plan and manage work within agreed performance standards.
- Ability to embrace and behave in accordance with the Cardinia Way Values.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualification in youth work, social work, psychology, welfare, sociology or relevant discipline.
- Proven relevant experience in working with young people in a variety of roles and settings.
- Drivers licence (essential)
- First aid. (preferred)
- Working With Children Check (essential)

KEY SELECTION CRITERIA

- Tertiary qualification in youth work, social work, psychology, welfare, sociology or relevant discipline
- Proven experience in engaging and supporting a diverse range of young people
- Knowledge of key principles and practice to keep young people safe from harm
- Ability to implement a range of intervention strategies including assessment, referral, advocacy and support
- Ability to develop, implement and evaluate innovative group programs (recreation, personal development, life-skills) and events based on the needs and interests of young people
- Proven experience in liaising with stakeholders (service providers, parents, young people etc) to form effective working relationships
- Ability to embrace and behave in accordance with the Cardinia's Corporate Values.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2021 and Cardinia's policies and procedures.

Tenure This is a full time, on-going, position.



Pre-employment checks

All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Working with Children Check.