

## Position Description

|                          |  |
|--------------------------|--|
| <b>Position Title:</b>   | <b>Youth Development and Community Engagement Officer</b>    |
| <b>Business Unit:</b>    | Youth and Family Services                                    |
| <b>Department:</b>       | Community Wellbeing  |
| <b>Directorate:</b>      | Community Services   |
| <b>Classification:</b>   | Band 6   |
| <b>Date:</b>             | September 2018   |
| <b>Reports to:</b>       | Team Leader Youth and Community Development                  |
| <b>Supervises:</b>       | Nil  |
| <b>Internal Liaison:</b> | Community Wellbeing Department and other Council departments |
| <b>External Liaison:</b> | Young people, families, schools and community agencies       |

### 1. Position Objectives

- Engage and consult with young people, schools, agencies and the community to research, identify and develop strategic policy and planning options for consideration by Youth and Family Services management in order to enhance service delivery
- Plan, implement, facilitate and evaluate a range of community development activities and programs that enhance opportunities for young people in the City of Greater Dandenong
- Undertake research, analysis and ongoing evaluation of service delivery, as well as the development of partnerships and opportunities for young people in the City of Greater Dandenong
- Assist in the development of operational policies, procedures and guidelines for the Youth and Family Services unit, as well as source funding from various government agencies, philanthropic groups and business.

### 2. Key Responsibility Areas / Position Specific Responsibilities

***\*Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees***

Main areas of responsibilities will include but is not limited to:

#### Community Development and Advocacy

- Undertake projects and activities in the areas of community and youth development, social inclusion and capacity building
- Plan, implement, facilitate and evaluate a range of youth development activities and programs that build young people's capacity
- Facilitate appropriate youth / community participation and engagement processes
- Participate with Youth Services staff on a range of community programs, projects and activities as required
- Represent Youth Services at relevant state, regional and local networks and forums.

#### Policy Development, Strategic and Service Planning

- In conjunction with Youth and Family Services management, proactively research and provide input to the development of strategic policies and plans including the Youth Strategy
- Systematically review all Youth Services policies and plans, benchmarking in line with best practice industry and local trends
- Research, monitor and advise on commonwealth and state funding opportunities and potential or pending changes to policy directions
- Research, prepare and present reports on general and specific issues / projects impacting on young people in the municipality, including the biannual preparation of Council's Youth Needs Analysis
- Facilitate the inclusion of young people's input into the development of Council and community priorities and needs
- Assist in the implementation and review of Council Youth plans and strategies.

## Network Development

- Develop and maintain positive, active external stakeholder relationships with key community networks, groups and organisations
- Develop positive and collaborative internal stakeholder relationships within Council
- Coordinate, maintain and / or participate in other relevant networks including, but not limited to the Greater Dandenong Youth Network, along with specific culturally and linguistically diverse (CALD) networks.

### **3. Overall Position Accountability and Authorities**

The position is directly held responsible to:

- Facilitate and manage resources of Youth Services projects and initiatives in conjunction with Team Leader Youth and Community Development. The freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.
- When providing specialist advice to or regulating clients the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken on individual clients may be significant but it is usually subject to appeal or review by the Team Leader Youth and Community Development
- Exercise discretion in relation to project and program development and delivery with input from team members and Youth and Family Services management where necessary.
- Research options and provide assistance in the overall development of strategic policy and planning options for the Youth and Family Services unit.
- Evaluate project and program service delivery and develop partnerships and opportunities for young people.
- Provide input to the development of operational policies, procedures and guidelines within the Youth and Community Development team specifically and Youth and Family Services unit generally.
- The work of policy development is usually of an investigative and analytical nature, with the freedom to act prescribed by Team Leader Youth and Community Development. The quality of the output can have a significant effect on the process of policy development.

### **4. Judgement and Decision Making Skills**

Judgement and decision making will be within the following scope:

#### **Independently:**

- Researching and implementing resulting responsive youth participation and community development approaches as required

#### **With Input:**

- From the various Youth Services Team Leaders and Coordinator Youth and Family Services when determining the ongoing needs of young people and directions of Youth Services

#### **Recommends and Identifies:**

- Strategic policy and planning development options for consideration by Youth Services management
- Improvements to operational policies, procedures and guidelines within the Youth Services Unit
- Ongoing improvements to services and partnerships resulting from regular evaluation of programs and service delivery

#### **Guidance:**

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience and problem solving and may involve the application of these techniques to new situations.
- Guidance and advice are usually available from the Team Leader Youth and Community Development and/or Coordinator Youth and Family Services.

## **5. Specialist Skills and Knowledge**

Undertaking the accountabilities of the position, the position incumbent will overall:

- Liaise and build positive and collaborative relationships and partnerships with a wide range of community organisations and groups including CALD communities
- Maintain detailed specialist knowledge and skills in community development and youth participation theoretical concepts and frameworks relevant to working with at risk young people, and, therefore must keep abreast of the current and relevant theoretical practices.
- Establish and maintain positive relationships with at risk young people and their families including from CALD communities
- Maintain knowledge of current and relevant proposed City of Greater Dandenong policy directions when working with young people and their families
- The position incumbent will be required to gain an understanding of the long term goals of the Youth and Family Services unit and of the relevant policies of both the unit and the Community Wellbeing Department.
- Keep informed of proposed changes to federal and state policy directions.

## **6. Management and Interpersonal skills**

The essential position requirements include:

- Effective management of time, prioritising key responsibilities, including group work and/or community liaison, to achieve specific and set objectives of Youth Services in the most efficient way possible within both the resources available and set timetables
- The ability to gain cooperation, liaise with and advocate for young people in order to provide and maintain responsive services for young people. The ability to liaise with a range of services and individuals including CALD agencies, communities and other employees.
- Highly developed written communication skills. This includes writing reports and submissions for a range of audiences and representing the unit in a positive and professional manner
- Highly developed verbal skills to gain cooperation and assistance from clients, other employees and internal stakeholders, external agencies / organisations, members of the public and other levels of government including funding bodies in the administration of defined activities
- Be able to liaise with counterparts in other organisations to discuss specialist matters and with other employees in other functions of Council as required, that will assist in resolving intra-organisational problems where they occur
- Proven capacity to contribute to a team, in a productive, structured, cooperative and integrated way.

## **7. Qualifications and Experience (Key Selection Criteria)**

Selection of the most suitable applicant will be based on the following:

### Essential Qualifications and Experience


- Degree qualifications and experience in Community Development, Human Services or related field with some relevant experience.
- Demonstrated sound understanding of current issues affecting young people, particularly 'at risk' young people, as well as sound understanding and experience in youth participation processes.
- Demonstrated knowledge and experience in community development principles and practice, as well as experience in the research and formulation of options for development of policy and strategic plans.
- Demonstrated experience in developing, facilitating and evaluating a range of youth development activities and programs.
- Demonstrated excellent consultation and advocacy skills, including an ability to build relationships, seek input and advocacy with community, council and other government stakeholders.
- Demonstrated experience and commitment to working in a team environment, including sound project management skills and demonstrated experience in the design, implementation and facilitation of community capacity building projects.

- Demonstrated excellent verbal and written communication skills including, report writing, data collation and analysis of statistical information, as well as an understanding of evaluative frameworks.
- Demonstrated intermediate computer skills, including a sound knowledge of the suite of Microsoft office products.
- Current Victorian Driver's Licence and successful Working with Children's Check and Police Checks supplied prior to offer of employment and commencement.


### **Verification**

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:


#### **Prepared by:**

|              |                      |                   |   |
|--------------|----------------------|-------------------|---|
| <b>Name:</b> | Katharina Verscharen | <b>Signature:</b> |  |
| <b>Date:</b> | September 2018       |                   |   |

#### **Manager:**

|              |                |                   |   |
|--------------|----------------|-------------------|---|
| <b>Name:</b> | Jim Davine     | <b>Signature:</b> |  |
| <b>Date:</b> | September 2018 |                   |   |

#### **Director:**

|              |                |                   |   |
|--------------|----------------|-------------------|---|
| <b>Name:</b> | Martin Fidler  | <b>Signature:</b> |  |
| <b>Date:</b> | September 2018 |                   |   |

#### **Position Occupant:**

|              |  |                   |  |
|--------------|--|-------------------|--|
| <b>Name:</b> |  | <b>Signature:</b> |  |
| <b>Date:</b> |  |                   |  |

| <b>Cognitive Demand</b>                      | <b>Yes</b> | <b>No</b> |
|--|------------|-----------|
| Regular communicating with team/work mates   | ✓          |           |
| Regular communicating with others            | ✓          |           |
| Verbal instruction and supervision of others | ✓          |           |
| High concentration                           | ✓          |           |
| Planning and problem solving                 | ✓          |           |
| Job/task organisation                        | ✓          |           |
| Short-term memory                            | ✓          |           |
| Long-term memory                             | ✓          |           |

## Inherent Physical Requirements of the position

### Summary

| Physical Requirement                              | Task Details   | Frequency (% of the working day) |                     |                    |                  | Medical Provider<br>Comment/Opinion |
|---|--|----------------------------------|---------------------|--------------------|------------------|-------------------------------------|
|   |  | Rare                             | Occasional<br>0-33% | Frequent<br>34-66% | Constant<br>>66% |                                     |
| Mobility/Postures                                 |  |                                  |                     |                    |                  |                                     |
| Sitting   | Sitting at desk  |                                  |                     | ✓                  |                  |                                     |
| Standing  | Using photocopier                                      |                                  |                     | ✓                  |                  |                                     |
| Walking   | Moving around the office and to and from meetings      |                                  |                     | ✓                  |                  |                                     |
| Crawling  | N/A  |                                  |                     |                    |                  |                                     |
| Non Manual Handling                               |  |                                  |                     |                    |                  |                                     |
| Squatting/crouching                               | Placing resources in cupboard                          |                                  | ✓                   |                    |                  |                                     |
| Kneeling  | Placing resources in cupboard                          | ✓                                |                     |                    |                  |                                     |
| Bending   | Placing resources in cupboard                          | ✓                                |                     |                    |                  |                                     |
| Reaching  | Placing resources in cupboard                          | ✓                                |                     |                    |                  |                                     |
| Twisting/trunk rotation                           | Placing resources in cupboard, turning at work station | ✓                                |                     |                    |                  |                                     |
| Fine manipulation/pinch grip                      | Writing  |                                  |                     | ✓                  |                  |                                     |
| Power/open hand grip                              | Holding boxes opening boxes                            | ✓                                |                     |                    |                  |                                     |
| Writing/typing                                    | Writing/typing   |                                  |                     |                    | ✓                |                                     |
| Climb ladders                                     | N/A  |                                  |                     |                    |                  |                                     |
| Climb or descend down stairs                      | Moving through buildings for meetings                  |                                  |                     |                    |                  |                                     |
| Low level work                                    | N/A  |                                  |                     |                    |                  |                                     |
| Leg/foot controls                                 | Walking around the office                              |                                  |                     | ✓                  |                  |                                     |
| Manual Handling – lift, carry, push, pull or hold |  |                                  |                     |                    |                  |                                     |
| 1-5kg   | Carrying equipment resources                           |                                  | ✓                   |                    |                  |                                     |
| 5.1 – 10kg  | Carrying equipment resources                           | ✓                                |                     |                    |                  |                                     |
| 10.1 – 15kg                                       | Carrying equipment resources                           | ✓                                |                     |                    |                  |                                     |
| 15.1 – 20kg                                       | Carrying equipment resources                           | ✓                                |                     |                    |                  |                                     |
| Over 20kg   | N/A  |                                  |                     |                    |                  |                                     |
| Lift floor to hip                                 | Carrying equipment resources                           | ✓                                |                     |                    |                  |                                     |
| Lift waist to shoulder                            | N/A  |                                  |                     |                    |                  |                                     |
| Lift overhead                                     | N/A  |                                  |                     |                    |                  |                                     |
| Pushing/pulling                                   | Carrying equipment resources                           | ✓                                |                     |                    |                  |                                     |

| Definitions                    |  |
|--------------------------------|--|
| <b>Mobility/Postures</b>       |  |
| Sitting                        | Stay in a seated position  |
| Standing                       | Standing in an upright position, moving less than three steps  |
| Walking                        | In an upright position moving more than 3 steps  |
| Crawling                       | Move on the hands and knees or by dragging the body close to the ground  |
| <b>Non Manual Handling</b>     |  |
| Crouch / squat                 | To lower the body by bending forward from legs and spine, buttocks on or near the heels  |
| Kneeling                       | To lower the body  |
| Bending                        | To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds               |
| Reaching                       | Extending arms out in any direction  |
| Twisting / truck rotation      | Rotating the body to one side or the other without moving the feet   |
| Fine manipulation / pinch grip | Fingers are on one side of the object and thumb on the other, typically without the object touching the palm                             |
| Power/open hand grip           | Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended                   |
| Low level work                 | Performing manual handling actions at or near ground level   |
| <b>Manual Handling</b>         |  |
| Lift / carry / hold            | Raising or lowering an object from one level to another and holding / transporting the object using the hands, arms, or on the shoulders |
| Pushing / pulling              | Applying force to move something away or closer to one's self, including static positions  |
| Kilograms of force (kg.f)      | Amount of force or effort required to perform a specific task or part of a task  |

## Position Description

### APPENDIX 1

#### **Additional Key Responsibility Areas / Position Specific Responsibilities for all employees**

Main areas of responsibilities will include but is not limited to:

##### Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

##### Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

##### Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

##### Organisational Requirements

- A committee employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.