

Position Description

Position Title:	Youth Development Officer
Business Unit:	Youth and Family Services
Department:	Community Wellbeing
Directorate:	Community Services
Classification:	Band 5
Date:	July 2020
Reports to:	Youth & Community Development team
Supervises:	Nil
Internal Liaison:	<ul style="list-style-type: none"> Youth & Family Services including other youth development officers and youth services staff Team Leaders and Coordinator of youth and family services Council Departments
External Liaison:	<p>Community stakeholders including:</p> <ul style="list-style-type: none"> Young people and their families Schools and the broader education system Employment Agencies Government departments Community Agencies Specialist Agencies including CALD

1. Position Objectives

- Using a youth participation framework assist the Team Leader to successfully plan, coordinate, evaluate and promote a wide range of Community Development activities and programs that enhance opportunities for young people in the City of Greater Dandenong
- Under guidance of the team leaders research and investigate appropriate activities and projects to maximise opportunities for youth participation and engagement
- Under guidance of team leaders develop, implement and evaluate innovative programs and projects for young people within the municipality
- To build and maintain effective relationships with relevant key stakeholders to ensure flexible and responsive programs and services for young people
- Identify sources of grant funding sponsorship and assistance for the provision of relevant programs for the diverse needs of young people in the Greater Dandenong community
- Actively promote youth services and continue to encourage young people's participation in programs and services.

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:

Service Provision

- Under guidance of the team leader plan, develop and implement programs and activities that increase young people's skills and confidence so that they can participate in the cultural, social, learning and economic opportunities in their community
- Undertake program and event evaluation in accordance with best practice frameworks and Youth and family services' procedures
- Assist the team leaders to develop models of youth consultation, participation and engagement
- Facilitating, supporting and developing youth leadership with the members of the youth events committees
- Undertake program administration tasks; including assisting with the development of program proposals and evaluations, project plans, program budgets and maintaining accurate records and statistical information

- Provide information, resources, and where appropriate referral, to young people and their families to enable them to make informed decisions and make full use of resources and services available within the community
- Identify sources of grant funding for the provision of relevant programs for the diverse needs of young people in the Greater Dandenong community.

Community Development and Advocacy

- Pursue effective relationships with key stakeholders within the community, including schools and community agencies, to support the youth services team
- Liaise with other service providers within the region including education and employment, as well as specialist and general youth services to promote sharing of resources and opportunities for collaboration in the provision of service for young people
- Advocate on behalf of young people and youth services to ensure appropriate service options for young people
- Participate and where appropriate develop community networks and working groups.

Promotion and access to responsive services

- Actively promote youth services and continue to encourage young people's participation in programs and services through a variety of mediums, including social media
- Under the direction of team leaders develop promotional strategies which inform the local youth sector and community of the breadth of programs/services provided by CGD Youth Services
- Consider the effects on the City of Greater Dandenong of current and emerging needs and trends in the youth sector, development and changes to State and Federal strategic directions, policy and funding arrangements.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- Under direction of the Team Leader Youth & Community Development Participation teams and in collaboration with other Team Leaders and the Youth Services Coordinator, undertake research into appropriate activities and projects to maximise opportunities for youth participation and engagement, assisting with the development and delivery of these, including the promotion of the Youth Services unit to all stakeholders
- Further to this identify opportunities for collaboration with other Youth services providers throughout the south eastern region and provide research results to the Youth Service Mgt team for action
- Provide specialist advice to clients and coordinate related program resources under close supervision of relevant Team Leaders within clear objectives, guidelines and budgets of the Youth and Family Services unit
- Coordinate ongoing group programs and support individual client's needs in conjunction with Team Leaders across Youth Services, adhering to relevant regulations and legislation relevant to the provision of Youth Services
- Contribute to the development of policy and procedures for the Youth Services unit
- Any decisions made and actions taken by the incumbent may have significant effects upon individual clients but are always subject to appeal or review by Youth Services Team Leaders and/or the Youth Services Coordinator.
- The freedom to act is not limited simply by Youth Services standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the Youth Services Team Leaders and/or the Youth Services Coordinator.

4. Judgement and Decision-Making Skills

Judgement and decision making will be within the following scope:

- The objectives of the work are usually well defined but may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience
- Problems encountered by Youth Workers are occasionally of a complex or technical nature with solutions not related to previously encountered situations and therefore some creativity and originality is required to develop effective solutions

Independently:

- Provide appropriate engagement of and referral of clients to services where required
- Implement a range of programs and events specific to young people within the municipality
- Research and implement responsive approaches to identified needs as required

With Input from Team Leaders and the Coordinator:

- Develop a range of programs and events
- Determine the ongoing needs of young people and resulting changes required to the directions of support services and programs
- Liaise with the Team Leaders and the Coordinator of Youth Services on decisions relating to development of programs and individual client issues that may arise

Recommends and Identifies to Team Leaders and the Coordinator:

- Activities and projects that address the ongoing participation and engagement needs of young people and/or improve existing support services and programs,

Guidance:

- Decisions are to be made in accordance with Youth Services unit policies and procedures with guidance usually being available from the Team Leaders and/or Coordinator Youth Services within the time required to make a choice.

5. Specialist Skills and Knowledge

The essential position requirements include:

- This position requires an understanding of the long-term goals of the unit and appreciation of the goals of the organisation along with the ability to liaise, facilitate outcomes and advocate for young people and their families in order to provide responsive services for young people
- This position requires the ability to liaise with a wide range of services and individuals including specialist services and where interpreting regulations also requires an understanding of the underlying principles involved as distinct from the service processes
- This position requires knowledge and skills in youth participation principles in order to assist in developing, implementing and evaluating activities that increase young people's skills and confidence so that they can participate in the cultural, social, learning and economic opportunities in their community
- Skills and knowledge of program and event planning, implementation and evaluation and awareness of current and relevant best practice frameworks when working with young people
- Assist the Team Leader/ Coordinator with the preparation of the Youth Services budget, reports for Council and funding bodies as required

6. Management and Interpersonal skills

The essential position requirements include:

- Effectively manage time in accordance with Youth Services team needs, group work and community liaison, so as to achieve specific and set objectives of the Youth and Family Services business unit in the most efficient way possible within the resources available and within a set timetable
- Ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities
- The ability to prepare and write reports on key projects undertaken is also a requirement of this position.

7. Qualifications and Experience (Key Selection Criteria)

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


Essential

- Degree or Diploma qualifications in Youth, Community Development, Human Services or related fields or demonstrated knowledge and relevant experience in the following;
 - current issues affecting young people including risk taking behaviour
 - ability to engage 'highly at risk' young people including young people from CALD communities
 - understanding of Youth Participation principles and a community development framework
- Demonstrated experience in group programs and events development, implementation and evaluation,
- Demonstrated ability to write reports to professional standards, collate relevant data and integrate into reports, and use a variety of computer applications including the Microsoft Office suite of programs,
- Demonstrated ability to develop and maintain effective partnerships and networks with key stakeholders
- Demonstrated experience and commitment contributing to and working within a multidisciplinary team environment
- Current Victorian Driver's License, Working with Children and Police Checks.
- A current (and ongoing) valid Victorian Driver's License, as well as satisfactory (and ongoing) Police and Working with Children 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:

Name:	Katharina Verscharen	Signature:	
Date:	July 2020		

Manager:

Name:	Marcus Forster	Signature:	
Date:	July 2020		

Director:

Name:	Martin Fidler	Signature:	
Date:	July 2020		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical Requirements of the position

Summary

Date of last review: March 2020

Physical Requirement	Task Details	Rare	Occasional 0 – 33% of the working day	Frequent 34 – 66% of the working day	Constant >66% of the working day	Medical Provider Comment / Opinion
Mobility / Postures						
Sitting	At desk, driving bus or car			x		
Standing	Using photocopier At events		x		x	
Walking	Throughout office, at programs and events			x		
Crawling	Equipment at events	x				
Non-Manual Handling						
Squatting / Crouching	Accessing Resources and equipment and at program and events		x			
Kneeling	Accessing Resources and equipment and at program and events		x			
Bending	Accessing Resources and equipment and at program and events		x			
Reaching	Accessing Resources and equipment and at program and events		x			
Twisting / Trunk Rotation	Accessing Resources and equipment and at program and events		x			
Fine Manipulation / Pinch Grip	Writing, accessing Resources and equipment and at program and events		x			
Power / Open Hand Grip	Accessing Resources and equipment and at program and events		x			
Writing / Typing	Administration tasks			x		
Climb Ladders	Use of step ladder	x				
Climb or Descend Down Stairs	Stairs in buildings, at programs and events		x			
Low Level Work	Moving equipment and resources in storage areas		x			
Leg / Foot Controls	Driving, setting up and using trolleys		x			

Physical Requirement	Task Details	Rare	Occasional 4 – 30 repetitions per day	Frequent 31 – 150 repetitions per day	Constant >150 repetitions per day	Medical Provider Comment / Opinion
Manual Handling – Lift, Carry, Push, Pull or Hold						
1 – 5kg	Lift and carry equipment and resources. Pushing trolleys on level solid surface		x			
5.1 – 10kg	Pushing trolleys over carpet, uneven surfaces or up/down slopes. Lift and carry equipment and resources		x			
10.1 – 15kg	Lift and carry equipment and resources		x			
15.1 – 20kg	Lift Large speaker or feedback speaker	x				
Over 20kg	N/A					
Lift Floor to Hip	Lift and carry equipment and resources		x			
Lift Waist to Shoulder	Lift and carry equipment and resources – storage areas		x			
Lift Overhead	Placing or lifting items from top shelves in store Lifting large speaker onto stand at events	x				
Pushing / Pulling	Trolleys and when accessing equipment and resources Opening or closing room dividers		x			
Hearing Test Requirement						
Exposure Excessive Noise?	No					
School Crossing Supervisor?	No					

Cognitive Demand	Yes	No
Regular communicating with team / work mates	X	
Regular communicating with others	X	
Verbal instruction and supervisor of others	X	
High concentration	X	
Planning and problem solving	X	
Job / task organisation	X	
Short-term memory	X	
Long-term memory	X	

Definitions	
Mobility / Postures	
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
Non-Manual Handling	
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 / Trunk 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
Manual Handling	
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.