

POSITION DESCRIPTION

Youth Development Officer

Position number	YTH003	
Directorate	Community Strengthening	
Service unit	Community Connections & Wellbeing	
Classification	Band 5, (Moorabool Shire Council Enterprise Agreement No 10, 2023)	
Organisational relationships	Reports to	Team Leader Early Years and Youth Services
	Directly supervises	Students, Volunteers
	Internal relationships	All Council Departments
	External relationships	Child, Youth and Family Services Agencies, Education Providers, Primary and Secondary Schools, Families, Parents, Young People, Department of Education and Training, Department of Health & Human Services
Probation period	6 months (applies to all new employees)	
Approved by (position title)	General Manager, Community Strengthening	
Date	September 2024	
Position purpose	To work in innovative ways to engage with, support and empower young people aged 12-25 years to reach their full potential	

Key responsibilities and duties

- To work as part of the youth services team to promote youth engagement in Council facilitated services and programs.
- To assist the youth services team to increase young people's connection to community
- To engage with young people to determine existing and changing needs and promote the development of new approaches which increase young people involvement with Moorabool Shire Council.
- Increase awareness of, and accessibility to, youth services that benefit the young people of Moorabool, particularly those who are at risk or disadvantage

Project Management

- Support and empower young people's health and wellbeing through participation in activities which promote pro-social safe behaviours and positive mental health.
- To promote young people's active involvement in education or employment.
- To promote young people's active involvement and increase their leadership role in the Moorabool community.
- To plan, implement and evaluate programs, activities and events which meet the identified needs of young people.
- Work with the team to develop innovative strategies to engage and work with at risk or disengaged young people aged 12-25 years.
- Ensure that accurate documentation relating to clients, service provision and procedures is maintained at all times, in accordance relevant legislation.
- Maintain a dynamic framework for best practice provision of programs and services to young people, including contributing to the development of policies and procedures, establishment of referral pathways to ensure the smooth and efficient functioning of Youth Services.
- To promote, through advocacy, a positive profile of young people and raise community awareness of their needs, issues and achievements.
- To liaise with young people, youth / community groups and local agencies on an ongoing basis with the aim of supporting existing services and promoting the development of new, flexible youth services which promote youth engagement and inclusion in decision making.
- Conduct research (i.e., surveys and community consultation) to ascertain the needs of young people and their families, both short and long term and customer satisfaction regarding service delivery.
 - Analyse and prepare data and reports for funding bodies and Council.
- Deliver and support the actions in the Moorabool Youth Strategy.
- Undertake other duties to assist with and improve the provision of Child, Youth & Family Services as directed

Administration

- The position requires a flexible approach and will necessitate working in sections across the unit to assist with various programs and events to engage with young people and at risk or disengaged young people.
- Accurately record and store client case notes.
- Preparation of information regarding Youth Programs and events, provision of information sessions for parents and other services.
- Maintain excellent public relations on all occasions and ensure that all persons receive accurate information.
- Plan, prepare, manage and evaluate project budgets; provide regular data and report.

Community Development

- Provide information, support and referrals to young people aged 12-25 years in line with their needs, project funding requirements and project outlines.
- Develop and maintain partnerships with internal and external stakeholders to bring together initiatives and actions.
- Communicate appropriate information to young people, their families and community service organisations regarding programs and services.
- Act as an advocate for young people.
- Assist with the management of Youth Services social media accounts.

Child Safe Standards

Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued, and encouraged to reach their full potential.

Moorabool Shire Council's policies and procedures support the requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs, and the safety of children is promoted, and allegations of child abuse are properly and promptly responded to.

Disability Access and Inclusion

Council is committed to its Disability Access and Inclusion Plan. We will demonstrate leadership to the local community as we support local employment opportunities for people with a disability and will provide reasonable adjustments within the workplace to support new and existing staff.

General and Organisational responsibilities

- Comply with Council policies and procedures.
- Promote excellence in customer service and in conjunction with your Manager or people leader, identify, review, and implement strategies to improve service quality and efficiency.
- Participate as directed in training and education to maintain compliance and an up to date knowledge.
- Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During an emergency an employee may be required to complete alternative work.
- Work in ways that promote the health and safety of all employees.
- Immediately report all incidents and/or near misses through Councils Incident Management System (CAMMS).
- Contribute to an organisation that is free of Sexual Harassment.
- Role model a work environment free of discrimination, harassment, bullying, victimisation, or vilification.
- Work in ways that support taking positive action towards achieving gender equality in the workplace and working towards delivering agreed commitments under our Gender Equality Action Plan.
- Contribute to prevention of fraud and corruption by being fair and accountable through enhanced transparency by disclosure of gifts; declaring conflicts of interests; prevention of unauthorised access and disclosure of information and appropriate pre-employment checks of staff.
- Staff who fail to disclose any pre-existing injuries, illnesses or diseases or the making of a false or misleading disclosure, will disentitle compensation under the Workplace Injury Rehabilitation and Compensation Act 2013 (WIRC) for the staff member and their dependents should they suffer any recurrence, aggravation, acceleration, exacerbation or deterioration of the pre-existing injury or disease arising out of or in the course of or due to the nature of employment with Moorabool Shire Council.
- Understand and apply organisational risk management principles to your daily work.
- Other tasks and duties the employee has the skill, knowledge, and physical capability to complete as requested by the supervisor.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.

Moorabool capabilities

The Moorabool Capabilities define the core skills and abilities required of all positions at Moorabool to achieve our Council vision and objectives, develop a competent and high performing workforce, and deliver excellent outcomes for our community.

The Moorabool Capabilities are applicable to each employee and their role, recognising that how frequently each capability is used may vary from position to position.

Always	Rely on this capability for effective delivery of position duties and objectives	60% of the time or more
Often	Used often but not as consistently to achieve position duties	30% - 60% of time
Occasionally	Occasional use only, not as regularly for the achievement of position duties	30% or less of the time

Self-Management	Demonstrates personal growth and resilience, supporting a positive emotional climate	•Personal impact •Emotional intelligence •Growth & Resilience •Integrity	Always (all roles)
Communication	Engages others, forming strong relationships, communicating with clarity, vision, purpose and impact	•Effective & Audience Specific •Relationship Management •Negotiation •Influence	Always
Action & Achievement	Drives outcomes with purpose, ambition, accountability, and action	•Accountability •Decision making •Planning & Prioritisation •Time Management	Always
Community & Inclusion	Collaborates across Council, open and accepting of differences, creating community value	•Collaboration •Diversity & Inclusion •Customers & Community Engagement	Often
Innovation & Change	Engaged and supportive of change, with the courage to persevere through uncertainty	•Continuous Improvement •Manage ambiguity •Change Management	Often
Business Performance	Delivers outcomes with commercial and organisational nous	•Financial Management •Risk Management •Data & Analytical Literacy •Technology	Often
Strategic Mindset	Sees ahead to future possibilities and thinks through challenges and obstacles to achieve outcomes	•Political Nous •Critical Thinking •Problem Solving •Direction & Purpose	Occasionally
Leadership	People orientated, embracing individual motivations and talents, developing team outcomes through demonstrated behaviours	•Humanistic •Future focused •Coaching & Development •Inspirational	Occasionally

Classification definitions

Accountability and extent of authority	Responsible for quality and effective facilitation and delivery of youth programs and events. Responsible for engaging and supporting young people at risk of disengaging from education or employment. Ability to work under broad guidance and the capability to work autonomously. Ability to work as part of a team in the planning and development of the Youth programs and events. Ability to advocate on the behalf of a young person with education providers, child and family service organisations and other key organisations to assist the young person and their family gain the support they need. Ability to act in a safe manner, this position is set by clear guidelines and service direction and supervision.
Judgement and decision making	Ability to provide advice and make informed decisions regarding the day-to-day delivery of the Youth Services Program. Advice and support is available from the Team Leader Youth Services. Decisions relating to program expenditure and program design require the approval of the Team Leader Youth Services. Responsible for the implementation of policy, procedures and funding requirements as determined by the relevant reporting body and Council. Exercise independence in day-to-day decision making and problem solving. Decisions should always be guided by the relevant policies, codes of practice and legislation and in consultation with the Team Leader Early Years and Youth Services Guidance may be available within the time to make a choice.
Specialist skills and knowledge	Demonstrated knowledge of young people and family support services systems and ability to develop collaborative relationships and partnerships with young people, families, schools, service providers and the Community. Demonstrated knowledge and experience in the planning, development, delivery and evaluation of programs for young people who are disadvantaged or at-risk. Ability to develop and maintain relationships with key stakeholders and referral sources to develop referral pathways for young people and young people who are disadvantaged or at-risk. Good knowledge of the developmental stages and of young people aged 12-25 years. Good knowledge and understanding of the education sector, health and wellbeing concerns of young people and the causes of economic and sociocultural disadvantage and its impact on young people. Ability to establish trust with young people and vulnerable young people and their families and engage them in a variety of ways to encourage attendance. Good knowledge and experience using administration and data reporting systems (E.g., Microsoft Office, internet, social media and email). An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.

Management skills	Ability to build rapport with and support and supervise young people and young people who are at risk or disengaged from education/employment. Ability to develop programs and implement procedures, monitor progress, evaluate results and adjust plans when there are conflicting pressures. Ability to apply continuous improvement practices to satisfy the needs of changing circumstances. Ability to manage own workload and set, prioritise and plan tasks. Ability to work independently and gain co-operation and assistance when required. Proven ability to work independently, manage time, set priorities and, plan and organise own workload. Ability to be self-motivating, resourceful, flexible and accepting of changes affecting the daily running of the program.
Interpersonal skills	Demonstrated commitment to excellent customer service and to providing the best possible service and outcomes for all concerned. Well-developed interpersonal skills including the ability to build rapport and maintain professional boundaries with young people aged 12-25 years, work as a team member at all levels, and work cooperatively with young people, their parents and the community. Ability to gain cooperation and assistance and engage with young people from a wide variety of backgrounds and abilities. Well-developed oral and written communication skills including writing reports in area of expertise and prepare external correspondence of a routine nature. Ability to discuss and problem solve issues of a routine nature. Demonstrated ability to be flexible and adapt quickly to a changing environment. Excellent communication skills with the ability to work with young people from diverse backgrounds including Indigenous, CALD and LGBTI communities.

Qualifications, skills and experience

Qualifications

- Relevant tertiary qualifications in Youth Work, Social Work, Teaching or Community Services and relevant experience in programs and services for young people aged 12-25 years.
- Current level 2 First Aid including CPR.

Skills and experience

- Computer literacy and competency in Microsoft Office programs.
- A good understanding of the principles and practices of youth service provision and community engagement.
- Well-developed interpersonal skills including the ability to build rapport and maintain professional boundaries with young people aged 12-25 years in line with Child Safe Standards.
- Flexibility in approach, ability to think laterally and apply innovative practices in working with young people.
- Knowledge of developmental stages and challenges of young people aged 12-25 years.
- Good knowledge of education and employment options for young people.
- Ability to build partnerships and networks with internal and external stakeholders.

Licences and registrations

- Victorian Driver's Licence
- Working with Children's Check (Employee type)

Physical and psychological requirements

Condition/Activity	Constant	Frequent	Occasional	N/A
Close inspection work		✓		✓
Driving vehicles		✓		
Operating plant				
Using a keyboard	✓			
Writing by hand		✓		
Transcribing from hard copy		✓		
Handling difficult customers offsite			✓	
Other working in online environments where difficulties with young people may arise		✓		

Employee acceptance

I understand and accept the contents of this position description and acknowledge that I will act in the best interest of Council in carrying out my role and I will comply with the staff code of conduct at all times.

Employee Acceptance: <i>(name and signature)</i>	
Date:	

PLEASE NOTE:

Personal, Health and gender Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.