

Position Description

Youth Activities Officer - Arncliffe Youth Centre

Position profile

Business Unit	Libraries and Lifestyle	Position number	
Department	City Life	Status	Casual
Salary group		Date endorsed	18/5/2021
Reports to	Youth Officer - Arncliffe Youth Centre		

Overview

Bayside Council is an exciting place to work, live and play. The Bayside Council area covers approximately 50 square kilometres and over 160,000 people call Bayside home.

Bayside Council is the gateway to Sydney's south. With significant state infrastructure within our boundaries and key transport corridors between Port Botany, Sydney Airport and greater Sydney, change is everywhere and so are the opportunities.

By working together, we are making a difference across our Council, creating a great future.

This is an exciting opportunity for an innovative, customer centric and outcomes focused individual to be part of a modern, dynamic organisation that serves the Bayside community well.



Values

The following values were developed by Bayside Council employees and underpin our shared commitment in delivering our vision for the future.

The values guide us and define how we strengthen our working environment to deliver on the aspirations of our community.

- **Visionary Leadership** - We are all leaders - decisive, outward focused and forward thinking, setting the vision for Bayside Council today and into the future
- **Empowered People** - We are courageous and innovative - committed to making a difference in our work
- **Meaningful Relationships** - We support and invest in each other - creating a strong collaborative culture
- **Exceptional Service** - We go above and beyond - delivering an outstanding customer experience every time

Primary purpose of the role

The primary purpose of the role is to assist in the development, facilitation and evaluation of activities, programs, services and events designed to address the identified needs, interests, aspirations and challenges of young people in the Bayside LGA.

The role will be primarily based at the Arncliffe Youth Centre; however, the role may be required to work from other Council facilities and locations on request.

The role will work collaboratively with and report to the Youth Worker - Arncliffe Youth Centre.

Key accountabilities

Within the area of responsibility, this role is required to:

- Facilitate and evaluate a schedule of activities, programs, services, and events designed to address the identified needs, interests, aspirations, and challenges of young people in the Bayside LGA.
- *e.g., after school, drop-in, youth week, workshops, training, school holiday and sports and recreation activities*
- Facilitate timely access to appropriate and specialised resources, information, support services, welfare, and external agencies to address young people's specific and sophisticated needs.
- Consult regularly with young people and seek their input and feedback to ensure the centre and its activities, programs, services, and events are led by young people and developed with their feedback at the forefront.
- Work with the Youth Officer - Arncliffe Youth Centre to promote and market the centre and its activities, programs, services, and events to young people and those working with young people, e.g., schools, sporting organisations, allied youth and community organisations, health professionals and businesses.

- Aid in the oversight of accurate maintenance of sensitive and confidential records to ensure information and data meets legislative, regulatory, and reporting requirements, including but not limited to the Privacy and Personal Information Protection Act 1998
- Undertake mandatory reporting to adhere to the child protection guidelines and centre policies and procedures.
- Work with the Youth Officer - Arncliffe Youth Centre to ensure centre operations, policies, procedures, and ethos upholds and supports the protection and safeguarding of children and young people from a legislative, social, and ethical perspective, as guided by The Children and Young Persons (Care and Protection) Act 1998.
- Undertake other tasks and actions as assigned by the Youth Officer - Arncliffe Youth Centre.
- Promote the organisation's positive and collaborative culture and values through open, fair, and transparent decision-making and ethical, professional behaviour.
- Perform a range of diverse front-of-house, including light manual labour duties, room set up and pack down, operate audiovisual equipment and general housekeeping duties that may include general cleaning to maintain centre presentation.
- Work in collaboration with and assist the team, Youth Officer - Arncliffe Youth Centre and other key stakeholders to achieve business unit goals, work requests, demands and Council priorities.

Key challenges

- Maintaining confidentiality in line with Council service policies and procedures.
- Understanding customer needs to identify and resolve issues in a manner that provides a customer-centric approach and service.
- Working with service units across Council to facilitate integrated development and service initiatives and solutions within the community that address the broad needs of young people.
- Delivering value for all stakeholders in an ethical, social and environmentally responsible manner.

Role Dimensions

Decision Making





- Undertake specific activities, programs, services, and events to meet the needs, interests, aspirations, and challenges of young people in determination with the Youth Worker - Arncliffe Youth Centre.
- Accountable for implementing the decisions made by the governing body, General Manager and Directors of Council.
- Guided by Council-agreed strategic plans, statutory guidelines and relevant legislation.
- Determine day-to-day priorities in line with agreed work plans, approved budget and Council plans.

Essential Requirements

- Minimum Certificate level qualification in Youth Services or relevant field.
- Demonstrated experience in the effective delivery of specialised and tailored programs for young people aged 12 – 25.
- Demonstrated experience in the effective delivery of community, sport and recreation programs.
- Excellent communication skills both verbal and oral, with a demonstrated ability to engage people of all walks of life and/or isolated groups within the community.
- Current First Aid certificate relevant to the role or wiliness to obtain.
- Working with Children Check (NSW) and Criminal Reference Check.
- Current Driver’s Licence Class C or HR licence, or willingness to obtain.

Competency summary

Below is the full list of competencies adapted from the NSW Public Sector Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus Competencies

The focus competencies for the role are the competencies in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> • Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Results Plan and Prioritise	Foundational	<ul style="list-style-type: none"> • Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals. • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these
Business Enablers Project Management	Foundational	<ul style="list-style-type: none"> • Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules

Corporate Obligations

Budget	Council adopted budget for financial year.
Delegations	Decisions associated with this position are to be made in accordance with the Delegations of Authority approved by the General Manager.
Risk Management	Contribute to Council's risk management framework.
Integrated Management Systems	Continually review policies, procedures & processes to increase organisational effectiveness and efficiency and create a culture of innovation and continuous improvement.
Workplace Health and Safety	<p>Workers have overall responsibility, accountability and authority to ensure their workplace is a healthy and safe workplace for all workers and will have the following work health and safety (WHS) responsibilities:</p> <ul style="list-style-type: none"> • Participate in the implementation of WHS information within Council's Safety Management System (SMS) • Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations • Develop the necessary knowledge and skills to effectively enable you to carry out your WHS responsibilities that are assessed through KPIs noted in your Individual Work Objectives • Wear personal protective equipment and follow safe work procedures, where relevant • Report all hazards, near misses, and incidents as soon as practical to Manager, Coordinator or Team Leader and no later than 24 hours following the event, and • Participate in incident investigations and risk assessments within 24 hours of notification. <p>INDOOR EMPLOYEE:</p> <p>To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including:</p> <ul style="list-style-type: none"> • Lifting/moving files, storage boxes etc, • Moving equipment for set up and storage, • Moving tables and chairs for meetings or training, • Sitting and working posture when in meetings and at the Workstation.
Code of Conduct	All staff are required to adhere to the Code of Conduct and associated policies, including, but not limited to Gifts and Benefits policy; Secondary Employment policy; Public Interest Disclosure policy; and Bullying & Harassment Prevention policy.
Customer Service	Provide quality customer service to external and internal customers in accordance with Council's values, policies and procedures.
Records Management	Comply with Council's Records Management policies, procedures and guidelines.

Disclosures of Interest

Disclose pecuniary interests (if a designated person in accordance with s 441 of the Local Government Act 1993).

Equal Employment Opportunity

Comply with EEO based legislation and Council's policies, procedures and guidelines.

HUMAN RESOURCES USE

Does this position fall under the definition of child related employment?	Yes
Does this position require incumbent to undergo criminal reference check?	Yes
Does this position require incumbent to demonstrate good driving record or possess a specific licence?	Yes
Specify licence: Class C Drivers Licence	Yes
Will incumbent need to make disclosure of pecuniary interest?	No
Could there be a conflict of interest with secondary employment?	Yes