

# Position Description

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**Position Title:** Youth Worker/Community Development Officer (Level 1)

**Branch:** PCYC Toowoomba

**Primary purpose of role:** The Youth Worker/Community Development Officer (Level 1) will assist in implementing targeted programs/activities that promote and increase participation of young people and other community members in the surrounding communities. The role will work towards the Association's mission of improving communities through youth development. The role will also work with other Association staff to widen participation by Branch Members in State Youth Programs.

## Reporting Structure

Reports to:  
Assistant Branch Manager

Roles reporting to this position:  
Nil

## Working Relationships

<u>Internal</u>	<u>External</u>
<ul style="list-style-type: none"><li>• PCYC Branch Management and staff</li><li>• PCYC State Team as required</li></ul>	<ul style="list-style-type: none"><li>• PCYC Members</li><li>• Government, Business and Community Organisations</li><li>• Local schools</li><li>• General public</li></ul>

## Key Performance Indicators

KPI	Description	Measures
Youth Activities	<ul style="list-style-type: none"><li>• Liaise with key community service providers who support youth and other community members to identify opportunities for programs and activities through the Branch and broader community</li><li>• With guidance, deliver programs and activities that respond to local needs and increase access to Branch resources for youth and other community members</li><li>• Actively encourage youth and other community members to be involved in Branch activities</li><li>• Assist the supervisor in identifying suitable paid/volunteer staff to become involved in the delivery of activities/ programs</li><li>• Attend local interagency meetings/ organised forums relevant to working with youth and other community members</li></ul>	<ul style="list-style-type: none"><li>• Regularly report, at least weekly, to the supervisor on issues and progress of community-related activities</li><li>• Programs which respond to identified needs are developed and fully-costed by the supervisor and conducted within agreed timeframes</li><li>• Number of program participants meets programs requirements and expectations</li><li>• Programs have adequate human resources to ensure they are effective</li><li>• Positive feedback received from, and partnerships formed with, Government and community groups</li></ul>

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	<ul style="list-style-type: none"> <li>Assist in providing information about community services and resources available to young people and their families</li> <li>Assist in providing feedback, support and guidance to the youth development team and State Youth Programs Team in relation to individuals</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of appropriate information and resources provided to address identified problems</li> <li>Evidence of support, feedback and guidance provided to the youth development team and State Youth Programs Team</li> </ul>
<b>Youth Administration</b>	<ul style="list-style-type: none"> <li>Assist in the development of grant applications</li> <li>Prepare a monthly performance and activity report</li> <li>Arrange and attend meetings as required in liaison with the supervisor</li> <li>Perform administrative duties such as filing, photocopying, printing, mail outs, promotional activities, etc... as required</li> <li>Update and maintain state youth programs database</li> </ul>	<ul style="list-style-type: none"> <li>Grant applications prepared in suitable format and on time</li> <li>Reports submitted to the supervisor within agreed timeframes</li> <li>Meetings are arranged and attended as required by the supervisor</li> <li>Administrative tasks carried out within agreed timelines and to a satisfactory standard</li> <li>Regular feedback and reporting on database information provided to State Youth Programs Team</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Maintain good working relationships and respond to enquiries from internal and external stakeholders in a timely manner</li> <li>Provision of competent and confidential administrative support to the Branch Manager and other Branch staff as required</li> </ul>	<ul style="list-style-type: none"> <li>Customer satisfaction with services provided</li> <li>Responses to client enquiries within agreed timeframes</li> <li>Maintenance of privacy and confidentiality of commercial, personal and operational information</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Participate as an active member of the team and work collaboratively with others to achieve outcomes</li> <li>Contribute to continuous improvement in Branch operations and customer services</li> </ul>	<ul style="list-style-type: none"> <li>Behaviours in line with and reflective of Code of Conduct</li> <li>Feedback demonstrates an ability to engage and work within a team environment and contribute as required</li> <li>Evidence of improvement from lessons learnt</li> </ul>
<b>PCYC Policy and Procedures</b>	<ul style="list-style-type: none"> <li>Gain an understanding of and comply with PCYC policies and procedures</li> <li>Understand and ensure compliance with PCYC work health and safety policies and procedures in all Association workplaces</li> <li>Accepts personal responsibility for maintaining a safe workplace and work practices</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrated knowledge of and compliance with all PCYC policies and procedures</li> <li>Comply with work health and safety practices including identification and reporting of hazards/workplace incidents as they occur</li> </ul>

While representative of the duties and responsibilities of the role, this Position Description does not imply that these are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.

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### Selection Criteria

To qualify for this position the following essential criteria must be met:

1. Minimum Certificate III in youth work, community development/welfare, human services or related discipline, or equivalent level experience in social and community sector
2. Experience in undertaking the range of activities required
3. Effective time management skills with a demonstrated ability to meet multiple deadlines and commitments
4. Good communication and interpersonal skills with demonstrated ability to build relationships with stakeholders including young people from diverse backgrounds
5. Demonstrated ability to work autonomously and as part of a team
6. Intermediate skills in the Microsoft Office suite of products (Word, Excel, Outlook)
7. Eligibility for a Children's Commission Suitability Notice/Blue Card
8. Hold a current First Aid and CPR certificate
9. Hold, or eligible to obtain, a light rigid driver's licence

### Standards to which performance will be assessed

- Key Performance Indicators
- Compliance with PCYC policies, procedures and practices
- Compliance with the position description
- Management and peer feedback

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### Sign Off

I understand that my performance will be managed as per the requirements outlined above in the position description. I confirm that I have read, understood and commit to the above.

**Employee Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

CREATED BY:	Senior HR Advisor
APPROVED BY:	GM People
DATE CREATED:	October 2013
VERSION CONTROL:	V2