

Position Description – Youth Worker Programs and Development

Position Number:	1874A
Directorate:	Services
Business Unit:	Community Services
Hours Per Week:	35
Award:	Local Government (State) Award
Grade (SAS):	9
Location:	Civic Centre/Synergy Youth Centre
Reports To:	Coordinator Youth and Families
Direct Reports:	Nil

Our Values



Customer focus

We listen to the needs and wants of our customers and provide exceptional customer service



Integrity

We are fair and consistent in our actions, and we act ethically, honestly, responsibly and respectfully



Consultation

We seek to understand before acting and are sensitive to residents' needs and situations



Leadership

We focus attention on what is really important, lead by setting a good example and seek to improve outcomes, processes and relationships



Equity

We deal equally and honestly with customers and each other

Position Overview

This Position Description is not a complete statement of all the Accountabilities, Responsibilities, Tasks and Outcomes etc. associated with the role. It is intended only to be indicative and descriptive of the role with the incumbent required to undertake any and all tasks requested that are within their skills, competence and training.

As a member of the youth team, this role is responsible for engaging, supporting and empowering young people through the planning and delivery of programs that are responsive to identified needs of young people in the Lane Cove area. A key aspect of this role is to provide support and supervision to young people attending the youth centre, focusing on building positive relationships, fostering participation, and creating a safe inclusive space.

This is a child related employment position in accordance with the Child Protection (Working with Children) Regulation 2013. It is an offence for a prohibited person to apply for or occupy this position.

Principal Accountabilities

- Plan, implement and evaluate term and school holiday programs for Synergy Youth Centre.
- Develop youth services programs in consultation with program participants.
- Ensure the youth centre is a safe and inclusive space, particularly for young women, young people from culturally and linguistically diverse backgrounds, young people with disabilities, LGBTQIA+ youth, and youth at risk.
- Remain engaged in allocated tasks while maintaining awareness of children, young people, colleagues and emerging risks in the surrounding environment, and respond promptly when required.
- Facilitate the process of inclusion for young people with disability in the mainstream youth service.
- Provide information, support and referral to young people, parents and/or significant others, to facilitate communication and an understanding of available resources and services.
- Identify and develop rapport with young people who may benefit from the services provided by the youth centre.
- Promote the youth centre through community networks, schools and local services.
- Regularly review the Youth Centre Procedures Manual to ensure information is up to date.
- Participate in the facilitation of the Youth Advisory Group.
- Network and collaborate with key stakeholders and service providers and attend sector meetings where required.
- Develop promotional materials and content for Council's media platforms including Council's website.
- Operate services within allocated budget.
- Ensure all records and documents are filed in accordance with Council's document management system.
- Report on activities as required including Targeted Early Intervention programs.
- Collaborate and work with the Community Services team on identified projects and programs.
- Undertake other relevant duties as directed, which are consistent with the employee's skill, competence, and training.

Key Organisational Accountabilities

- Abide by the principles of Council's Code of Conduct – and other Council policies and procedures – in the carrying out of all Council duties: integrity, leadership, selflessness, objectivity, accountability, openness, honesty and respect.
 - Contribute to improved customer service and organisational effectiveness, by acting ethically, with honesty and fairness.
 - Provide exceptional customer service by listening to the needs of each customer and action in a prompt, professional and courteous manner at all times.
 - Foster innovation through seeking to improve outcomes, processes and relationships.
 - A commitment to ensuring the organisation is child safe.
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- Identify, assess and manage all risks associated with the function.
- A commitment to Council's Fraud and Corruption prevention strategy.
- Report injuries, accidents, incidents and near misses in the work area and on the corrective actions taken to prevent reoccurrence.
- Always ensure your actions contribute to a safe and healthy workplace.
- Use and properly maintain appropriate safety clothing and personal protective equipment.
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.

Selection Criteria

Essential

Qualifications

- Tertiary qualifications in youth work, social sciences or relevant field, or equivalent qualifications combined with experience.

Skills/Experience

- A current 'Paid Worker - Working with Children Check' clearance (NSW).
- Demonstrated experience in developing and delivering programs for, and supervision of, young people.
- Demonstrated ability to build and sustain professional relationships with young people in accordance with relevant Council policies and legislation.
- Demonstrated understanding of mandatory reporting requirements.
- Good interpersonal and communication skills both verbal and written.
- Available to work Friday evenings during school term.
- Knowledge of current and emerging youth issues.
- Computer competence including word processing, spreadsheets, databases, desktop publishing and social media.
- Current first aid certificate or willingness to obtain within first 3 months of employment.

Desirable

- Current Drivers' Licence.
- Food handling experience and/or training.
- Knowledge of the Lane Cove local government area.
- Previous experience working in local government.
- Understanding of Child Safe Standards

Other

- Position Holder in this position will be subject to relevant and ongoing probity checks as determined by Council.

Signature

Position Holder: _____ Date: _____

Reviewed and Finalised

Date: October 2026