Position Description: **Children's Support Officer**

POSITION DETAILS

Position grade	Grade 8		
Position type	Permanent, full-time		
Reports to	Children's Coordinator		
Department	Community and Culture		
Job function group	Professional		
Staff reporting responsibilities	Nil – at times casual staff and volunteers	**Budget responsibility**	Nil

Our purpose is to provide valuable services that strengthen and support the Cumberland Community.

Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

This position is responsible for implementing children's programs, projects and delivering child protection initiatives and will be held accountable for the successful delivery of key strategies, projects and programs across the following functions:

- Contributing to the delivery and evaluation of the Cumberland Children and Family Strategy
- Child Protection: Organisational and community strategies including children's participation
- Children's programs, projects and initiatives
- Sector intervention in the children and families sector.

QUALIFICATIONS AND EXPERIENCE

Essential

- Tertiary qualification in education, community services, social science or a related field
- Demonstrated skills and experience in working with children and families from a broad range of backgrounds including culturally and linguistically diverse communities
- Demonstrated skills in facilitating the involvement of children in the planning, delivery and evaluation of programs and activities
- Demonstrated project management skills, including sound knowledge and experience in planning, implementation and evaluation of project, programs and initiatives, and managing a diverse range of tasks with competing priorities and changing deadlines
- Demonstrated understanding of child protection, including issues and legislation, risk management, responding to incidents and disclosures

- Demonstrated highly developed interpersonal skills, including ability to develop and maintain effective relationships, develop reports, formal correspondence, promotional material and presentations
- Exceptional communication (written and oral) skills, including high level presentation skills and experience in report writing
- High level administrative and organisational skills, including attention to detail, ability to maintain accurate records and advanced skills in Microsoft Office
- Ability to support the management of revenue and expenditure and understanding of funding applications, management and acquittal
- Current Class C Driver's licence
- Valid Working with Children Check Clearance Number
- Current HLTAID012 Provide First Aid in an Educational Setting, including asthma and anaphylaxis

Desirable

- Experience working in the Local Government environment.

EMPLOYMENT SCREENING CHECKS

- ☐ Qualification/s verification
- ☐ Drivers licence check (completed upon commencement and in line with Council's annual drivers licence check)
- ☐ Working with Children Check
- ☐ Criminal record check

DUTIES AND RESPONSIBILITIES

As the Children's Support Officer you will form key relationships with the Children's Coordinator, the Children and Youth Development Team, the Community and Culture unit, other teams within the Community and Organisation Development Directorate, Council staff, children and young people, members of the community, community organisations, government agencies, other relevant professionals within the sector, employees of other Councils and customers.

Key focus areas of the role include:

- Plan, implement and manage the delivery of initiatives and projects to respond to the identified needs of children and their families within the Cumberland LGA aligning with the Cumberland Children and Families Strategy, Council policy and objectives, funding agreements and relevant legislation
- Build capacity and engage with children using advocacy and community development skills
- Deliver on relevant strategies, actions, KPIs and commitments
- Contribute to budget management in consultation with Children's Coordinator to ensure effective use of Council resources and appropriate financial management and reporting
- Ensure compliance with all legislative requirements relating to children
- Develop and implement continuous improvement and contribute to organisational goals

- Evaluate and measure outcomes for initiatives and projects and based on consultation and evidence, implement best practice and project program models
- Review, develop and implement guidelines, procedures, resources and training for initiatives and projects with major child protection and risk management consideration
- Establish and maintain data collection and management systems to monitor the performance of programs and services and provide detailed information and advice to Council and funding bodies as required under reporting requirements.

This role is 'hands on' and requires a strong ability to work autonomously and manage competing priorities. Due to the nature of the role, some evening, weekend and public holiday work will be required.

Children's Development Operations

Contribute to the implementation , evaluation and reporting relating to the Cumberland Children and Families Strategy with a focus on:

- The establishment of Council as a child safe organisation and improve safety of children throughout Cumberland
- Assisting in implementing relevant Royal Commission recommendations and Child Safe Standards throughout Council
- Working in partnership with services that have expertise in child protection and prevention to improve outcomes for children throughout Cumberland
- Creating engaged and invested future Cumberland citizens by providing opportunities for children and families to participate in activities and programs in their community and increase community connection
- Supporting children and families to reach their full potential and engage in healthy lifestyles
- Overseeing the high quality delivery of strategies, projects and programs for children
- Contributing to the development, implementation and evaluation of the Children and Families Strategy, including outcomes measuring and monitoring
- Maintaining and reviewing data and program documentation including but not limited to contributing to maintenance of records, budgets, funding agreements and reports, data collection and other administrative duties as required by each action under the umbrella of children
- Establishing and maintaining effective consultation and communication with children as well as other stakeholders

Accountabilities and Other Duties

- Measure outcomes and monitor specific initiatives, projects and programs undertaken including reporting on KPIs and statistics
- Contribute to the maintenance and review of data and program documentation including but not limited to maintenance of records, budgets, funding agreements and reports, data collection and other administrative duties
- Oversee the organisation and facilitation of relevant groups and meetings
- Exercise sound judgement in dealing with complex and sensitive child protection issues including following relevant Council policies, guidelines and procedures

- Work consistently within the framework of Council's vision, values and behaviours.
- Contribute to planning and setting the direction including overall vision, values and goals and facilitate (strategic and business) planning across Community and Culture including development and implementation of work plans, consistent with the Community Strategic Plan
- Adopt a risk management approach in work with children consistent with Council's frameworks and policies.

Reporting

- Provide timely and systematic advice and reporting to the Children's Coordinator on all aspects of the Children's Support Officer role functions
- Complete accurate and timely reporting on a monthly, quarterly and yearly basis
- Complete actions in the Cumberland Children and Families Strategy including the tracking and reporting of outcomes
- Contribute to actions and targets in the Operational Plan, Business Unit Plan and relevant strategies.

YOUR CORPORATE ACCOUNTABILITES

Work Health and Safety (WHS)

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Councils Personal Protective Equipment Procedure
- Comply with the *Work Health and Safety Regulations 2017* and undergo health monitoring, in accordance with Council's Health Monitoring Procedure
- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.
- If this position is designated as child-related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over

the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.

- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this was to occur.

Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.
- Comply with Council's ethical conduct, risk management and policy frameworks and Fraud and Corruption Control Plan and Policy.
- Follow and implement any risk based controls and procedures identified for the Business Unit to help prevent and detect any fraudulent and corrupt activity.

Customer Service

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

SIGNATURE AND ACCEPTANCE OF POSITION

Employee name	
Employee signature	
Date of acceptance	