

Position Description: Youth Program Officer

POSITION DETAILS

Position grade	Grade 10		
Position type	Permanent, full-time		
Reports to	Youth Development Team Leader		
Directorate	Community and Culture		
Job function group	Professional		
Staff reporting responsibilities	Nil – at times Casual staff and volunteers	Budget responsibility	Yes

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.

Reporting directly to the Youth Development Team Leader, the Youth Program Officer is responsible for developing and delivering projects and programs which contribute to the health and wellbeing of young people in the Cumberland area to achieve the actions from the Cumberland Youth Strategy. The position is responsible for delivering high quality programs, partnerships, projects, initiatives, deliver on strategies and successful outputs for Council. This position will be held accountable for the successful delivery of key strategies, projects, and programs across the following functions:

- Health and wellbeing programs targeting young people (12-25 years) across Cumberland, including engaging young people in actions which improve health and wellbeing outcomes which may include mental health and physical wellbeing.
- Ensuring and increasing accessibility of community and recreational facilities for young people.
- Implementation of the Cumberland Youth Strategy including delivering actions relating to youth participation.

This position will form key relationships with the Children and Youth Development Team, other sections within the Community and Culture Directorate, Council staff, members of the public, particularly young people and families, community organisations, government agencies, other relevant professionals within the sector, employees of other Councils and customers.

QUALIFICATIONS AND EXPERIENCE

Essential

- Tertiary qualifications in Social Sciences, Sport or Recreation, Humanities or qualifications showing relevant strengths e.g. youth work, community development or equivalent experience.
- Demonstrated understanding of child protection, including issues and legislation, risk management, responding to incidents and disclosures.
- Demonstrated ability to build partnerships with service providers, agencies, community groups and other stakeholders to plan and deliver effective programs that respond to community identified needs.
- Demonstrated knowledge and experience in working with young people including implementing youth participation and youth-led approaches.
- Demonstrated knowledge of health and wellbeing specifically the issues affecting young people.
- Demonstrated project management skills, including sound knowledge and experience in planning, implementation and evaluation, and ability to multitask and manage competing priorities.
- Demonstrated experience developing, implementing, and evaluating strategic projects.
- Strong communication, conflict resolution and interpersonal skills.
- Advanced customer service skills and a commitment to providing a superior customer experience with the ability to gain cooperation from a variety of stakeholders to achieve organisational objectives.
- 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.
- Current HLTAID012, First Aid in an Educational Setting, including Asthma and Anaphylaxis Certificate (or willing to obtain).

Desirable

- Experience working in local government

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



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Key focus areas of the role include:

- Planning, implementing, and managing the delivery of programs and projects to meet the needs of young people (12 - 25 years) within the Cumberland LGA aligning with the Cumberland Youth Strategy, Council policy and objectives, funding agreements and relevant legislation
- Developing capacity-building programs to support young people to design, lead and deliver youth initiatives.
- Building capacity and engaging with young people using advocacy and community development skills.
- Providing school holiday programs and events across Cumberland and engage young people in the design, promotion, and evaluation of programs.
- Supporting the delivery of accessible, affordable, and culturally appropriate health and wellbeing programs for young people.
- Developing and implementing community awareness initiatives to address health and wellbeing related issues.
- Ensuring compliance with all legislative requirements relating to work with young people.
- Developing and implementing continuous improvement and contribute to organisational goals.
- Delivering on relevant strategies, actions, KPIs and commitments.
- Supporting the management of budgets in consultation with Youth Development Team Leader to ensure effective use of Council resources and appropriate financial management and reporting.

This is a 'hands on' role 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.

Development, implementation, and evaluation of youth programs actions

- Strategically plan, implement, manage, and evaluate the delivery of youth programs and projects and work on the Youth Strategy implementation.
- Facilitate the participation of young people in the design, promotion, delivery and evaluation of Council-delivered youth programs/projects, events, and initiatives.
- Develop and implement strategies to further enhance and achieve the efficient and effective provision of actions covering the spectrum of need for young people and their families.
- Implement relevant strategies and actions from the Youth Strategy, specifically priority areas relating to health and wellbeing.
- Develop and maintain strategic partnerships (internal and external) with services, community organisations, agencies, and other relevant bodies to strengthen collaboration and improve outcomes for local young people and to meet the strategies and actions of the Cumberland Youth Strategy.
- Maintain and disseminate up to date knowledge of contemporary trends in the youth health and wellbeing space through research, professional development and maintaining knowledge



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and awareness of youth related data, policy, research, and best practice to inform local implementation.

- Establish and maintain effective consultation and communication with young people as well as other stakeholders using youth participation frameworks.
- Evaluate and measure outcomes for youth programs 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 youth programs and projects with child protection and risk management consideration.
- Establish and maintain data collection and management systems to monitor the performance of programs and provide detailed information and advice to Council and funding bodies as required under reporting requirements.
- Represent Council at community events, workshops, meetings, and relevant forums on issues concerning young people or where appropriate.
- Identifying funding, advocacy opportunities or partnerships to undertake research, and establish or expand youth program and service delivery across Cumberland.

Accountabilities and Other Duties

- Oversee the high quality delivery of projects and programs for young people.
- 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.
 - Establish and maintain effective consultation and communication with young people and families as well as other stakeholders.
- Oversee the organisation and facilitation of relevant groups and meetings.
- Exercise sound judgement in dealing with complex and sensitive child protection and youth related 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 young people consistent with Council's frameworks and policies.

Financial Management

- Contribute to the management and accountability for the Children and Youth Development budget
- Contribute to the management of budget planning to ensure cost effectiveness, achievement of budget targets, delivery of savings and innovations and accurate and timely reporting of budget performance.



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- Actively seek funding, complete funding applications, and effectively administer the acquittal of funds to support the actions required for this position.

Reporting

- Provide timely and systematic advice and reporting to the Youth Development Team Leader on all aspects of the Youth Program Officer role and related functions.
- Complete accurate and timely reporting on a monthly, quarterly, and yearly basis.
- Complete actions in the Youth 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 ACCOUNTABILITIES

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 Council's 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.



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- 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



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