# POSITION DESCRIPTION

| | |
|---|---|
| POSITION TITLE: | **Youth Engagement Officer** |
| DIVISION: | **City Services & Living** |
| DEPARTMENT: | **Family Youth & Children** |
| SECTION: | **Youth Engagement & Pathways** |
| CLASSIFICATION: | **Band 5** |

## POSITION OBJECTIVES:

In accordance with Council's Connect & Thrive: A Plan for Young People in Hume 2022-2026, the role of the Youth Support Officer is to plan, deliver and evaluate engagement, mental health, wellbeing and leadership programs and initiatives for children and young people aged 6 to 18 years who live, work, study, or have a significant connection to Hume.

Youth Engagement Officers are a key point of contact for information and referral options for children, young people and families; and will work in partnership with internal and external stakeholders to provide opportunities for partnership programs to be developed and delivered.

The key objectives of the position are:

- Plan, deliver and evaluate engagement programs and initiatives for children and young people in Hume.
- Provide children young people and families with Information and referral relevant services
- Collaborate with children, young people, families, schools and community organisations to ensure that programs and initiatives are responsive to the needs and interests of children and young people.

## KEY RESPONSIBILITIES AND DUTIES:

### 1. Program and Service Delivery

- Plan, promote and facilitate, using a participation model, programs and initiatives that are innovative and respond to the needs of children and young people predominantly aged 6-18 years in Hume.
- Develop and deliver engagement initiatives that respond to needs and interests of children and young people.
- Provide children, young people and families with information and referral to services/organisations that may assist them with a broad cross section of mental health , wellbeing, leadership, and education and training pathways.
- Collaborate with children, young people, families, schools and community agencies to deliver locally-based, integrated and responsive services and programs from Council's youth centres, community centres, schools and other venues.

- Plan, facilitate and evaluate youth-led issue, advocacy and leadership programs and committees that provide opportunities for skill development, leadership, and community and civic participation.
- Work in partnership with schools to provide opportunities to recognise and celebrate the educational achievement of children and young people in Hume.
- Support children and young people to access appropriate education, training and employment options and pathways that are culturally relevant and responsive to their needs.
- Provide opportunities that foster social connection and bring together children, young people and families from different cultures, identities, backgrounds and lifestyles.

## 2. Team Participation

- Provide and share information on emerging and current issues relating to children, young people and families across the Unit.
- Collaborate with team members, contribute to team planning and development activities through information provision, collaboration and the practice of innovation.
- Participate in the planning and delivery of Hume-wide projects and events.

## 3. Administration and Recording Keeping

- Support the evaluation of programs and initiatives, and assist in the preparation of reports for Council, and funding submissions, as required.
- In conjunction with the Youth Engagement & Pathways Unit, develop and maintain program plans, and collate and maintain program and client data.
- Maintain project budgets with the assistance of the Mental Health, Wellbeing and Leadership Development Officer.

## 4. Community and Network Liaison

- Actively participate in local sector and community networks to develop and maintain professional relationships with local service providers and contribute to raising awareness between members and the community, in relation to emerging youth issues.
- Maintain awareness of current youth sector information and trends, to enable responsive approaches to service delivery and the dissemination of accurate information to children, young people and families, and Council.

| ORGANISATIONAL RELATIONSHIPS: | |
|---|---|
| Reports to: | Regional Leader Youth Engagement |
| Supervises: | Students and/or work placements |
| Internal Contacts: | Internal Council areas |
| External Contacts: | Children, young people and their families.<br>Youth Networks<br>Primary and Secondary Schools<br>Family Support Service Providers<br>Community Health Centres<br>Government and non-government agencies<br>Youth Counselling and mental health service providers<br>Community based groups and organisations |

## ORGANISATIONAL CONTEXT

### VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

### MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

### OUR VALUES

At Hume City Council, our Values underpin everything that we do.





OFFICIAL

**WORK HEALTH & SAFETY (WHS)**

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

**RISK MANAGEMENT**

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

**STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS**

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

**SERVICE PLANNING & CONTINUOUS IMPROVEMENT**

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

**ASSET MANAGEMENT**

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

**ENVIRONMENTAL SUSTAINABILITY**

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

**HUMAN RIGHTS APPLICATION**

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, polices and strategies.



OFFICIAL

| | |
|---|---|
| **POLICE CHECK:**<br>The incumbent must have and maintain a current Police Check | |
| **WORKING WITH CHILDREN CHECK:**<br>The incumbent must have and maintain a current Working with Children Check | ☒ YES ☐ NO |
| **PRE-EMPLOYMENT MEDICAL CHECK**<br>• The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.)<br>• The incumbent must undergo a Pre-Employment Audio Test | ☐ YES ☒ NO<br><br>☐ YES ☒ NO |
| **PSYCHOMETRIC ASSESSMENT**<br>The incumbent must undergo a series of psychometric assessments (Psychometric testing can take various forms, such as numerical, mechanical, logical, verbal, or skills tests) to ensure suitability for the position | ☐ YES ☒ NO |
| **OTHER DUTIES**<br>Responsibilities and duties included in this position description are subject to the *Multi-skilling* provisions of the *Hume City Council Enterprise Agreement* as varied from time to time. | |

## ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.
- Work within guidelines as outlined in the Youth Services Operations manual.
- Meeting the objectives of the youth services area, including implementation of the Connect & Thrive: A Plan for Young People in Hume 2022-2026 and relevant funding agreements.
- Maintaining relevant documentation in relation to young people's participation in youth services programs, in line with the Youth Services Operations Manual.

## JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.
- Work within guidelines as outlined in the Youth Services Operations manual.



OFFICIAL

- Meeting the objectives of the youth services area, including implementation of the Connect & Thrive: A Plan for Young People in Hume 2022-2026 and relevant funding agreements.
- Maintaining relevant documentation in relation to young people's participation in youth services programs, in line with the Youth Services Operations Manual.

## SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Displaying and promoting Our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.
- Work within guidelines as outlined in the Youth Services Operations manual.
- Meeting the objectives of the youth services area, including implementation of the Connect & Thrive: A Plan for Young People in Hume 2022-2026 and relevant funding agreements.
- Maintaining relevant documentation in relation to young people's participation in youth services programs, in line with the Youth Services Operations Manual.

## MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Experience in the supervision and operation of a range of youth programs and activities.
- Skills in managing time, setting priorities, planning and organising one's own work under broad guidelines.

## INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Ability to communicate confidently and represent Council at meetings.
- Ability to network with community groups to achieve quality programs and outcomes.
- Self-motivated, with the ability to work in an individual or team environment and committed to achieving win-win outcomes.
- Demonstrate an understanding and sensitivity to the cultural needs of young people and their families.

## QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Tertiary qualifications in the area of youth/social work/community services or lesser formal qualifications with relevant experience.
- Previous experience in developing, planning, facilitating and evaluating services and programs for children and young people is essential.
- Understanding and knowledge of models of youth participation, inclusion, cultural and linguistic diversity, community consultation and development.
- First Aid qualification to Level 2.
- Current driver's licence.
- An understanding of working in a local government context is desirable.


OFFICIAL

## TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

| Condition/Activity | Constant | Frequent | Occasional | N/A |
|---|---|---|---|---|
| Manual handling weights – above 10kgs | ☐ | ☐ | ☐ | ☒ |
| – below 10kgs | ☐ | ☐ | ☒ | ☐ |
| Manual handling frequency | ☐ | ☐ | ☒ | ☐ |
| Repetitive manual work | ☐ | ☐ | ☐ | ☒ |
| Repetitive bending/twisting | ☐ | ☐ | ☐ | ☒ |
| Repetitive kneeling/squatting | ☐ | ☐ | ☐ | ☒ |
| Working with arms above head | ☐ | ☐ | ☒ | ☐ |
| Lifting above shoulder height | ☐ | ☐ | ☒ | ☐ |
| Using hand tools – vibration/powered | ☐ | ☐ | ☐ | ☒ |
| Operating precision machinery | ☐ | ☐ | ☐ | ☒ |
| Close inspection work | ☐ | ☐ | ☐ | ☒ |
| Wearing hearing protection | ☐ | ☐ | ☐ | ☒ |
| Wearing eye protection | ☐ | ☐ | ☐ | ☒ |
| Wearing safety shoes/boots (steel cap) / gum boots | ☐ | ☐ | ☐ | ☒ |
| Wearing other relevant PPE | ☐ | ☐ | ☐ | ☒ |
| Working in dusty conditions | ☐ | ☐ | ☐ | ☒ |
| Working in wet/slippery conditions | ☐ | ☐ | ☐ | ☒ |
| Working with chemicals/solvents/detergents | ☐ | ☐ | ☐ | ☒ |
| Washing hands with soap (hygiene) | ☐ | ☐ | ☒ | ☐ |
| Working at heights | ☐ | ☐ | ☐ | ☒ |
| Working in confined spaces | ☐ | ☐ | ☐ | ☒ |
| Working in chillers (+4 degrees C) | ☐ | ☐ | ☐ | ☒ |
| Performing clerical duties | ☐ | ☒ | ☐ | ☐ |
| Working on a keyboard | ☐ | ☒ | ☐ | ☐ |
| Driving cars and/or trucks | ☐ | ☐ | ☒ | ☐ |
| Other (please specify) | ☐ | ☐ | ☐ | ☐ |
| Other special features (e.g. nature of chemicals, travelling requirements etc): | | | | |



OFFICIAL

## VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

## SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Tertiary qualifications in youth work/social work/community services or lesser formal qualifications with relevant experience.
2. Previous experience in developing, planning, facilitating and evaluating services, programs and events for children and young people; and ability to effectively support and engage young people in the context of the families and school.
3. Understanding and working knowledge of models of youth participation, strengths-based practice, community consultation and development.
4. Understanding and working knowledge of challenges facing children, young people and their families including, cultural and linguistic diversity, disengagement, mental health, health and wellbeing, sexuality and gender diversity.
5. Good project management skills, evaluation, and effective organisational and time management skills
6. Ability to work collaboratively with multiple stakeholders to achieve enhanced outcomes for children and young people .
7. An understanding of risk management, child safe standards, ethical practice in youth work and working in a local government context.
8. Ability to effectively work independently and as part of a team.