

Youth Development Officer

Position Number:	500138
Directorate:	Advocacy and Community Services
Department:	Sustainable Communities
Reports to:	Coordinator Community Development and Youth Services
Classification:	5
Employment Status:	Fixed Term, Full Time Contract till June 2018
Location:	Civic Centre Broadford – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements.
Date created/amended:	November 2017
Employee signature:	Date: / /

About the Organisation

Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

Vision

Together with our Community, create a sustainable future.

Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



Working Together



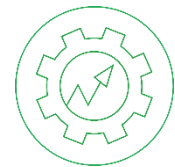
Respect



Customer Service
Excellence



Accountability



Continuous
Improvement

Structure

Mitchell Shire Council is broken into three Directorates being:

- > Governance and Corporate Performance
- > Development and Infrastructure
- > Advocacy and Community Services



About the Role

Objectives

- > Develop and deliver projects, programs and activities for young people that are consistent with strategic policy and service planning objectives for Youth Services in Mitchell Shire
- > Engage, facilitate, encourage and support young people to develop their own interests and actions including leadership groups and programs
- > Utilise youth events, activities and positive promotional material to showcase and promote Youth Services
- > Cooperate and collaborate with partnering agencies and external stakeholders to deliver opportunities and initiatives that build the capacity and resilience of young people in Mitchell Shire
- > Support the development of processes and resources to support young people to be engaged in Council and community decision making
- > Support the evaluation of the delivery of Youth Services through the collection and analysis of data and information, review of policies and procedures and exploration of issues that impact young people in our community

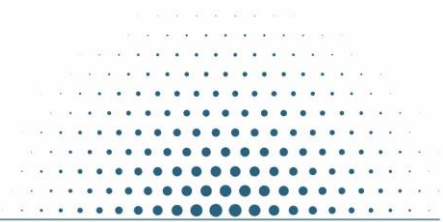
Key Responsibility Areas

Projects, Programs and Activities

- > Deliver projects, programs and activities for young people which respond to the needs of young people and are consistent with the objectives of the Youth Strategy and other strategic planning processes of Council
- > Facilitate, resource, mentor and guide young people to plan and implement events, programs and initiatives for young people in their communities
- > Maintain and nurture linkages with relevant community and youth groups and agencies to ensure the effectiveness of Youth Services initiatives and projects
- > Ensure regular face to face contact with young people in the community, and actively involve them in the decision making, planning and delivery of projects, programs and initiatives
- > Coordinate youth specific recreational/entertainment projects (e.g. FReeZA, Youth Week, School Holiday Programs) ensuring young people are actively involved in all phases of project planning, delivery and evaluation
- > Manage and promote the utilisation of the Mitchell Youth Centre to local youth service providers, schools and young people

Engage, Encourage and Facilitate

- > Identify and implement mechanisms to engage and encourage young people to actively participate in the development and delivery of Youth Services. Evaluate the effectiveness of mechanisms over time to ensure they remain effective and relevant
- > Support young people to identify and develop their leadership and influencing skills
- > Guide and assist young people to establish interest groups and forums



Promotion and Marketing

- > Under the direction of the Coordinator Community Development and Youth Services develop and implement strategies to effectively promote and market Youth Services and its projects, programs and events. Evaluate the effectiveness of these strategies over time and modify where indicated
- > Using a variety of innovative methods, draw attention to the positive impact and contribution of young people in the community
- > Provide and disseminate information and resources to young people

Resources and Networks

- > Support and encourage effective working relationships and interagency partnerships with other local governments, service providers and agencies, industry, other external stakeholders and the community
- > Where directed, participate in relevant Local, State and Commonwealth networks and forums
- > Develop and implement strategies to encourage participation of young people from a range of socio-economic and cultural backgrounds and young people with disabilities in Youth Services initiatives and projects

Delivering Youth Services initiatives, programs and projects

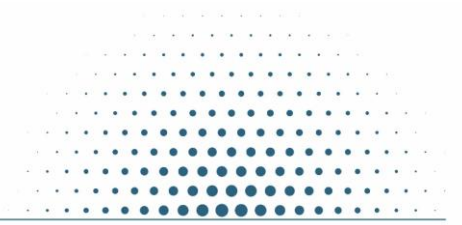
- > Contribute to the development of operational policies, procedures and guidelines to support the effective delivery of Youth Services at Mitchell Shire are consistent with Council, Divisional and Departmental directions
- > Work within the vision and directions of Council's Community Strengthening Department
- > Contribute to effective communication systems and processes within Youth Services team
- > Contribute to the culture of trust, mutual respect, collaboration, information sharing and innovation across the team
- > Attend mandatory education as planned and monitor own attendance to ensure attendance within defined time periods
- > Represent Council in appropriate forums as directed

Sourcing funding and resources

- > Contribute to ideas for funding submissions to other levels of Government for resources which respond to priority issues within Youth Services across Mitchell Shire
- > Contribute to the development of innovative models of service provision and identify priority initiatives for new funding and potential external funding sources
- > Promote Mitchell Youth Services to encourage and support the contribution of additional funding and resources from Government agencies, Philanthropic groups and businesses

Evaluating impact and effectiveness

- > Contribute to the analysis, evaluation and development and presentation of reports on the impact and effectiveness of Youth Services delivered through Mitchell Shire
- > As directed, provide information and reports to Council related to the Youth Services
- > Assist with project planning, mapping, consultation and implementation of Mitchell's Life Stages Strategy



General and Administration

- > Undertake a variety of administrative tasks relating to the day to day operation of the Mitchell Youth Centre e.g. agency bookings
- > Under the direction of the Coordinator Community Development and Youth Services, explore and describe local youth needs and to inform the content and direction for Youth Services
- > Maintain efficient and up-to-date data collection systems and report on trends of service usage and event attendance
- > Maintain the profile of Mitchell Shire Council within the community



About You

Key Selection Criteria

1. Tertiary qualifications in youth work, community development, social work or a related discipline, or equivalent experience.
2. Demonstrated experience engaging and working with young people, their families, schools and the community
3. Demonstrated ability to prepare plans including program budgets and measurable objectives
4. Demonstrated interpersonal, oral and written communication skills, including the ability to influence, negotiate, network strategically and relate effectively with a broad range of stakeholders in both the public and government sectors
5. Experience in all aspects of event management with young people

Qualifications and Experience

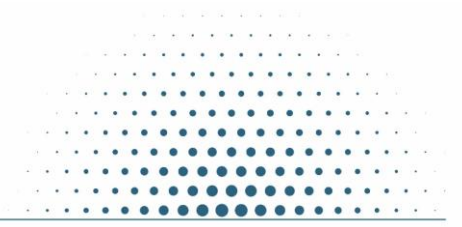
- > Experience and demonstrated ability to successfully deliver programs and projects, preferably in the areas of youth and/or community development
- > Demonstrated interpersonal, oral and written communication skills, including the ability to influence, negotiate, network strategically and relate effectively with a broad range of stakeholders in both the public and government sectors
- > Experience in organising events with young people
- > An understanding of, and commitment to, the development and engagement of young people and communities.
- > An awareness of the contemporary issues facing interface, rural and regional communities and the young people within those communities.
- > A preparedness to work outside normal working hours.
- > Competence in the use of computers and standard software programs

Essential

- > Tertiary qualifications in youth work, community development, social work or a related discipline
- > Valid and current Drivers Licence
- > Willingness to undergo a National Police Check and Working with Children Check

Desirable

- > Proven experience in a similar position, with demonstrated capacity to work productively with the community in achieving their goals
- > Demonstrated experience in working with young people, their families, schools and the community
- > A demonstrated ability to utilise available resources with innovative and creative thinking



Position Requirements

Accountability and Extent of Authority

- > Accountable to the Coordinator Community Development and Youth Services for the performance of key responsibilities detailed above
- > Through the guidance of relevant staff, responsible for ensuring that all requirements of OHS, EEO and other legislative and regulatory responsibilities are observed by contractors and staff engaged by Council and under the supervision of the Youth Services Coordinator

Judgement and Decision Making

- > Be able to promptly respond to changing circumstances and make sound decisions to ensure the ongoing efficiency and effectiveness of the delivery of Youth Services activities
- > Consultation with relevant community members in the process of developing projects and policies
- > Responsible for the provision of specialist advice and information to clients and staff of the organisation concerning youth issues

Specialist Skills and Knowledge

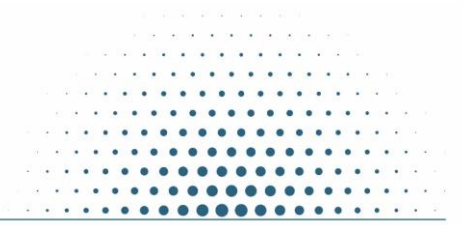
- > Demonstrated experience and understanding of youth and community related matters, and the ability to relate well to young people
- > Experience in face to face work with individual young people and groups and commitment to involving young people in the planning and delivery of services
- > Ability to prepare plans including program budgets and measurable objectives
- > Experience in outreach work with young people, particularly young people who are isolated or at risk
- > Demonstrated ability in developing a broad range of community networks.
- > Mediation and conflict management skills
- > Knowledge of government infrastructure networks and funding opportunities for community based activities
- > Submission writing and program development skills and experience

Management Skills

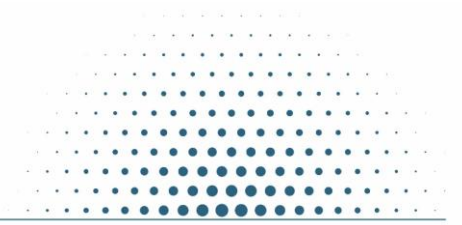
- > Proven ability to manage time, establish priorities, plan and organise own work in consultation with the Coordinator Community Development and Youth Services
- > Demonstrated ability to set and achieve specific objectives in the most efficient way possible within set timeframes
- > Proven ability to work alone and in a team environment
- > Ability to ensure outcomes are achieved
- > Acknowledged ability to be pro-active and show initiative

Interpersonal Skills

- > Demonstrated ability to work actively and cooperatively as part of a team – internal and external – in the administration of defined activities
- > Liaison with peers in other organisations to discuss and resolve specialist matters



- > Demonstrated understanding of, and ability to, maintain confidentiality
- > Excellent communication and presentation skills; oral and written
- > Integrity, trustworthiness and professionalism



Appendix A - Conditions of Employment and Responsibilities

Agreements, Legislations and Awards

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

- > Mitchell Shire Council Enterprise Agreement No 6 2014-2017
- > Early Education Employees Agreement 2016

Current Awards at Mitchell Shire Council are:

- > Victorian Local Authorities Award 2001
- > Nurses (ANF Victorian Local Government) Award 2002
- > National Training Wage Award 2000

Asset Management

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

Charter of Human Rights Compliance

Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

- > Making decisions and providing advice consistent with human rights
- > Actively implementing, promoting and supporting human rights

Child Safe Standards

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

- > All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
- > There is zero tolerance for all forms of abuse and neglect towards children
- > All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
- > Best practice standards will apply in the recruitment of staff, volunteers and contractors
- > People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
- > A statement of our commitment to child safety requirements is included in induction
- > Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
- > Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates
- > All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies



Corporate Recordkeeping Responsibilities

Mitchell Shire employees should demonstrate the following;

- > Understanding records management obligations and responsibilities
- > Making and keeping accurate and complete records of business activities and decision making
- > Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
- > Ensuring the quality and accuracy of the data used or entered on Council databases and systems
- > Destruction of Council records are not to occur without authority from the Corporate Information Department.

Code of Conduct

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

Corporate Induction

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

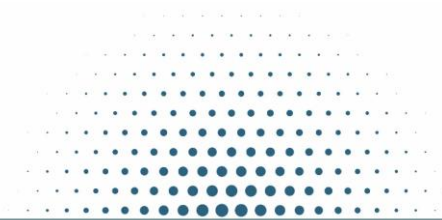
Customer Service

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

- > In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
- > Ensure a high quality customer focused service at all times
- > Contribute to excellence in service delivery and present a positive image for Council
- > As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
- > Provide service in accordance with Council's Customer Service standards

Drivers Licence

If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled you must inform your manager immediately.



Emergency Management

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

Hours of Work

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where operationally viable) to encourage work life balance. A standard full time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

Accrued Day Off (ADO) and Rostered Day Off (RDO)

An ADO/RDO is applicable for some positions, with the following arrangement;

Monthly ADO

A Monthly ADO is available to full time staff. As a full time indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Fortnightly ADO

A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5 hour days for 9 days per fortnight, with the 10th day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Motor Vehicle

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

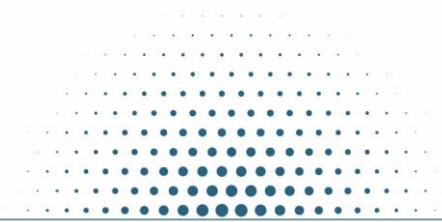
More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

Policies and Procedures

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

Pre-Employment Checks

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.



Working with Children Checks are compulsory for some staff, and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

Qualifications Required for the Role

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

Qualifying Period

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

Recognition of Prior Service

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

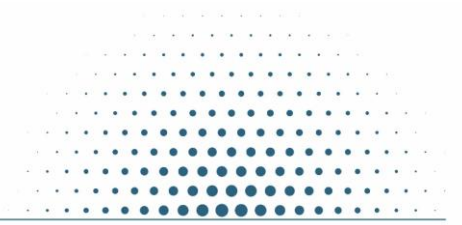
Payroll

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

Risk Management and Occupational Health and Safety

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.



Superannuation

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

Types of Employment

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;

Casual Employees will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

Part Time Employees can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximum hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

Variances to Duties

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.