



Paroo Shire Council Position Description

Title: Youth Support Officer
Award: Queensland Local Government Industry Award (Stream A) – State 2017, and Paroo Shire Council – Non-Operational Staff Certified Agreement 2021-2024.
Level: 3
Department: Community Support & Engagement
Location: Cunnamulla

Position Objectives

This role is to deliver individual support services to young people in the Paroo Shire and to Work collaboratively with other community organisations and stakeholders. You will also deliver group programs to improve connections for young people in the Paroo shire.

Reporting Arrangements and Delegations

- This role reports directly to the Community Services Team Leader. The size of the Community Services team varies between 3-7 people depending on operational and seasonal needs.

Key Selection Criteria

1. Provide one on one support to at risk young people aged 8 - 21 who are at risk of disconnection, violence or other harm;
2. Provide group activities to support to at risk young people aged 8 – 21;
3. Works closely with other Youth focussed organisations and groups in the Paroo Shire to improve outcomes; and
4. Provides a high level of communication and customer service to the community and all workers at Council;
5. Ensures that Council run or supported events and programs are delivered in a safe and healthy manner.
6. Demonstrated commitment to a Zero Harm workplace;

Skills and Experience

Individual and Group Support

- Previous demonstrated experience of 1-2 years within a role undertaking the main tasks and responsibilities of this role;
- Demonstrated experience in engaging clients, negotiation skills and diffusing;
- Commitment to furthering your personal development through internal and / or external opportunities; and
- Experience in regional, remote or indigenous local government would be highly regarded.

Collaboration

- Ability to actively work within a team and autonomously as required while ensuring your time is managed to meet the requirements of conflicting priorities; and
- Demonstrated ability to work across organisations to build long term, mutually beneficial relationships.

Communication and Customer Service

- Well-developed communication and interpersonal skills, with the ability to build effective working relationships with clients from diverse backgrounds;
- Developed skills in Microsoft Office and internet to carry out research, prepare reports and budgets, develop file and case notes, and other tasks as required; and
- List of skills and experience relating to communication and internal and/or external customer service.

Work Health and Safety

- A commitment to the health and safety of yourself, fellow employees and actively support Council systems and legislation relating to Code of Conduct; Workplace Health and Safety; and appropriate workplace behaviours;
- Demonstrated ability to work in a safe and healthy manner; and
- Demonstrated ability to provide a safe and healthy workplace and provide appropriate support to program participants.

Qualifications

- Hold or ability to gain a Queensland Working with Children card (Blue Card);
- Hold a Queensland "MR" class driver's licence;
- Hold a Queensland Industry Authority (Drivers Authority) general;
- Certificate IV in Youth work or higher;
- Certificate III in Community Services or higher; and
- Other relevant qualifications or accreditation in Youth Work.

Key Responsibilities and Duties

Individual Support

- Provide support to young people ages 8-21 years in the Paroo Shire who are not supported by protective factors (families, friends, communities, school and cultural connections) to enable them to lead safe healthy and active lives. This includes young people who are at risk of one or more of the following:
 - Disconnecting from family, community, prosocial or recreation activities, or informal support networks;
 - Disengaging from school, training and/or employment;
 - Harm including self-harm and suicide;
 - Cultural disconnection;
 - Homelessness; and/or
 - Entering, or already involved in, the Youth Justice System, including those who are exiting detention or under youth justice supervision.
- Provide Case Management support;
- Provide an information and referral service to community members who seek advice regarding human and/or social service delivery in the community;
- Provide a culturally responsive service by embedding Aboriginal and Torres Strait Islander perspectives into the design, delivery and evaluation of programs and services to ensure they meet the needs of the young people through respectful and inclusive engagement with the Traditional Owners and the local Indigenous community.

Group Support

- Plan and coordinate workshops within the public space with various clients; and
- Plan and deliver school holiday programs to the community in consultation and partnership with relevant stakeholders.

Collaboration

- Coordinate with other relevant stakeholders in the development of school holiday programs to minimise duplication of services and maximize participation;

- Assist in researching for Grants to support programs and work with other Council areas on Grant preparation;
- Develop networks with government and non-government agencies in the Paroo Shire Local Government Areas;
- Engage with the community to increase knowledge and awareness of issues affecting individuals, families and community groups;
- Educate the community regarding social services provided or available by government and non-government agencies;
- Assist with community development and support community groups by identifying a range of programs to meet the needs of identified community groups; and
- Liaise with external government and non-government agencies and personnel as directed.

Communication and Customer Service

- Provide clear and open communication to your team leader and fellow team members;
- Develop and maintain strong communication lines with a diverse range of voices within the Paroo Shire community, including first nations people and disadvantaged groups in the community;
- Assist with budgets and reviews with regards to the program;
- Prepare reports as required in line with funding and Council requirements and compliance;
- Provide monthly report to Manager for inclusion into Council meetings on activities, outcomes, and existing or emerging issues;
- Represent Council positively and professionally and comply with policies and procedures;
- Actively participate in the continual improvement process.

Work Health and Safety

- Ensure all programs and events you deliver comply with WHS obligations, Council's Code of Conduct, Policies and procedures and relevant funding agreements;
- Provide support to ensure your participants have adequate knowledge and resources to participate in a safe and healthy manner;
- Create a safe space for participants to be able to express themselves freely;
- Maintain client and participant confidentiality; and
- Model safe and healthy behaviour in the workplace and be willing to call out inappropriate behaviour.

ADDITIONAL POSITION REQUIREMENTS

The incumbent must be:

- Prepared to work flexible hours to meet the requirements of the position;
- Willing to obtain a 'Blue Card' to enable the incumbent to work with or supervise people less than eighteen (18) years of age if required;
- Medically fit and physically capable to meet requirements of the position; and
- In compliance with legislation and Paroo Shire Council Policy you will be required to provide a current National Police Check Certificate and have a Pre-Employment Health Assessment.

Ethical Behaviour

Employees must:

- Perform all jobs, tasks and processes in accordance with relevant guidelines and standards;
- Operate and maintain all Council assets including plant, fleet and equipment within Council guidelines and manufacturers' specifications;
- Behave in a manner consistent with Council's Code of Conduct and HR policies and the Local Government Act 2009; and
- Maintain confidentiality of all Council information obtained during the course of employment.

Customer Service

Employees must:

- Foster and maintain strong public relations with Council's ratepayers, clients and other bodies

directly or indirectly associated with Council; and

- Provide consistent and excellent customer services to all stakeholders.

Teamwork and Participation

Employees must:

- Establish and maintain effective professional relationships with the Chief Executive Officer, managers, supervisory staff, employees and contractors; and
- Maintain a positive team culture based on honesty, trust and integrity.

OTHER INFORMATION

- Paroo Shire Council is an Equal Employment Opportunity employer;
- All Employees within Council are subject to an initial three-month probationary period; and
- It is essential that applicants are interested in the lifestyle and unique rewards of working towards the development and prosperity of a small rural remote community.

PHYSICAL REQUIREMENTS

SEDENTARY WORK							
Light Duty	Frequent lifting / carrying of objects weighing up to 5kgs.					<input checked="" type="checkbox"/>	
Work	Frequent lifting / carrying of objects weighing up to 10kgs.					<input type="checkbox"/>	
Heavy Work	Frequent lifting / carrying of objects not exceeding 25kgs					<input type="checkbox"/>	
WORK ENVIRONMENT							
ATTRIBUTE			MANOEUVRE	FREQUENT	OCCASIONAL	NONE	
Chemicals	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Cold	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Dampness	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Climbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Fumes/gases	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Heat / Humidity	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Heights	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	PLANT OPERATION				
Noises	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Maximum seat rating of 120kgs				
SPECIFIC ACTIONS REQUIRED				AUDIO – VISUAL DEMANDS		REPETITIVE MOTIONS	
This job may include:							
Standing/Walking	Sitting	Driving		Hearing	<input checked="" type="checkbox"/>	Foot Movement	<input type="checkbox"/>
<input type="checkbox"/> None	<input type="checkbox"/> None	<input type="checkbox"/>	None	Depth Perception	<input checked="" type="checkbox"/>	Fine Manipulation	<input type="checkbox"/>
<input type="checkbox"/> Occasional	<input type="checkbox"/> Occasional	<input type="checkbox"/>	Occasional	Colour Discrimination	<input checked="" type="checkbox"/>	Pushing/Pulling	<input type="checkbox"/>
<input type="checkbox"/> 1-4 hrs	<input type="checkbox"/> 1-4 hrs	<input checked="" type="checkbox"/>	1-4 hrs	Peripheral Vision	<input checked="" type="checkbox"/>	Finger Dexterity	<input checked="" type="checkbox"/>
<input type="checkbox"/> 4-6 hrs	<input checked="" type="checkbox"/> 4-6 hrs	<input type="checkbox"/>	4-6 hrs			Simple Grasping	<input checked="" type="checkbox"/>
<input type="checkbox"/> 6-8 hrs	<input type="checkbox"/> 6-8 hrs	<input type="checkbox"/>	6-8 hrs				

POSITION DESCRIPTION ACCEPTANCE

I agree and accept all terms, conditions and duties outlined in this document.

Employee Signature.....

Employee Name.....

Date.....

CEO Signature.....

CEO Name.....

Date.....