



Youth Support Officer

Position Number:	46b	Department	Community & Cultural Development
Level:	4	Award:	May be covered under Municipal Employees' Award
Hourly Rate:	\$ 45.60	inclusive of casual loading is available to the successful candidate, depending on experience, skills and qualifications.	
Reports to:	Acting Youth Team Lead	Direct Reports:	Nil
Last Reviewed:	People & Culture Officer	Date:	21/11/2024
Approved:	Acting Youth Team Lead	Date:	21/11/2024

OUR ORGANISATION

The Shire of Carnarvon provides excellent customer service across a wide range of programs, facilities and services that contribute to maintaining and enhancing our community. At the heart of our organisation are our values which underpin how our employees perform their duties and engage with the community and stakeholders.

Our CARECHIP is what gives us the drive to serve our community.

We take pride in knowing that our employees and new recruits share our values, and we like to think that everyone who chooses to collaborate with us brings this CARECHIP with them.

C	A	R	E	C	H	I	P
Courage	Authenticity	Respect	Excellence	Cohesion	Humility	Inclusion	Passion

POSITION OVERVIEW

As a Youth Support Officer you will work closely with all stakeholders under the guidance of the Community & Cultural Development Coordinator in aiming to address the needs of the young people throughout the Shire with a focus on youth at risk. You will assist in Community & Cultural Development Team in delivering programs, activities and events to the young people in our community to assist the development of life skills and recreation.

COMMUNITY STRATEGIC OBJECTIVES

In 2040 Carnarvon is a place where:

- ★ Our equitable community is actively involved in and are responsible for developing innovative, local solutions that transcend our region for a safe and unified 6701.
- ★ Our economy fosters investment and productivity in industries befitting Carnarvon's physical and natural environment and that grow our horizons.
- ★ Our sustainable livelihoods create a community that can flourish into the future.
- ★ Our holistic health care facilities provide services from the womb to the grave.
- ★ Our educational opportunities from early childhood to adulthood are tailored and relevant to the individual.
- ★ Our infrastructure, housing and amenities are high quality and accessible.
- ★ Our community acknowledges our history and celebrates our diverse cultures.

- ★ Our community is engaged, inclusive and supportive.

KEY ROLE OUTCOMES

- ★ Demonstrate successful leadership through the application of the Shire's core values by promoting a work culture of sustainability, quality improvement, efficiency, and excellent customer service that corresponds to our Code of Conduct and Customer Service Charter.
- ★ Ensure compliance with the Local Government Act (WA) 1995 and any relevant legislation.
- ★ A commitment to a safe work environment and WHS legislation, policy and processes.
- ★ Collaborate with the Community & Cultural Development Team to plan and execute youth-focused programs, activities, and events within the community.
- ★ Facilitate effective communication channels internally and externally by preparing project documentation, promotional materials, press releases, and social media content to promote events and engage the community. Facilitate workshops and sessions designed to develop essential life skills such as communication, teamwork, leadership, and decision-making among youth participants.
- ★ Actively engage with young people in the community, building positive relationships and providing support as needed.

- ★ Work collaboratively with other stakeholders, including local schools, community groups, sporting clubs and stakeholders to maximise the impact and reach of youth programs.
- ★ Continuous engagement with young people building effective relationships to ensure positive growth.
- ★ Facilitate and assist stakeholders to manage a range of relationships, programs and activities that align with Council policies.
- ★ Organise and oversee recreational activities and outings to provide opportunities for enjoyment, relaxation, and social interaction among young people.
- ★ Maintain accurate records of program activities, participant attendance, and feedback to inform program evaluation and future planning.
- ★ Participate in the implementation and operation of the Community Connectors Program, offering support and assistance to young people during night patrols.

WORK HEALTH SAFETY RESPONSIBILITIES

- ★ To take reasonable care for their own safety and health and to avoid harming the safety and health of other people through any act or omission at Shire workplaces. And as relevant:
- ★ Proactively comply with all Shire WHS Policies, Procedures, and Guidelines, Practice, duties and other relevant conditions. As well as with the WA WHS Act 2020, WHS (General) Regulations 2022, all other relevant Regulations, Codes of Practice and Australian Standards
- ★ As far as reasonably possible comply with instructions given by their employer or an authorised person in the interests of safety and health and in accordance with the WHS Act.
- ★ Must report to their manager, supervisor, WHS Representative, PC&S and/or other relevant contact person work related injuries, near misses and any hazards at the workplace that they cannot correct themselves.
- ★ Must use, store and maintain personal protective equipment as properly instructed, and not damage or misuse any equipment or facilities provided in the interests of safety and health.
- ★ Participate in and where possible provide leadership for a continuous improvement culture of safety where best practice initiatives are entrenched in daily business activities.

LICENCES, REGISTRATIONS, MEMBERSHIPS OR QUALIFICATIONS REQUIRED OF THE ROLE

- ★ Current Western Australia Driver's License.
- ★ Working with Children's Check.

ESSENTIAL CRITERIA

- ★ Highly developed ability to uphold a values-based approach in the workplace.
- ★ Highly effective communication skills (written and verbal) including ability to prepare initial reports, letters, emails and assist with applications.

- ★ Experience working with at risk young people and their families.
- ★ Experience in delivering recreational activities, program planning and evaluation.
- ★ Experience with working with other external organisations.
- ★ Sound ability to apply discretion, confidentiality and consistently.
- ★ Demonstrated commitment to continuous improvement.
- ★ Experience with supervision and monitoring of other young people, staff and volunteers.

DESIRABLE CRITERIA

- ★ Cert IV in Youth or Community Studies. Experience in delivering recreational activities, program planning and evaluation.
- ★ First Aid/CPR Certificate.
- ★ Safeguarding Children Certificate.

POSITION COMPETENCIES

Experience	
Focus of Role	Operational
Experience Level	Knowledge gained through a combination of education, training or experience
Tasks	
Context Method	Routine tasks with some variation in a predictable range
Skill Level	Basic skills where procedures exist and where assistance or advice is readily available outside of those
Judgement and problem Solving	
Problem Solving	Solve standard problems within an established framework.
Judgement	Apply knowledge from a complex or wide range of rules. May make decisions on use of resources impacting outside the work area or on clients.
Supervision and Independence	
Level of Supervision	Supervision is team based, with clear direction on tasks to be performed but latitude within individuals within the team on the completion of parts of an overall task.
Organisational Relationships and Impact	
Work Area Relationships	Sound knowledge of the impact on other work areas, seek approval from senior staff on changes to procedure, schedule or routines.
Public/Other Staff Relationships	Effective communication within standard work processes
Impact	Decisions made directly impact own work area
Interpersonal Skills	Effective communication with members of the public, clients and other staff and the resolution of routine and usual matters.
Job Competencies	
Time Management	Intermediate: Able to manage own workload and prioritise within usual work patterns.
Conflict Resolution	Intermediate: Able to handle a range of routine and usual requests from staff or members of the public and resolve minor differences of opinion and/or requiring further explanation.
Planning & Organisation Skills	Intermediate: Applies discretion in own task sequencing, may develop job specific systems to assist in the completion of allocated tasks.

Safety Procedures	Intermediate: Assists in the development of JSAs, SWMS, and other safety procedures for own work area. May coach newer or more junior staff in safety procedures.
Administration Skills	Intermediate: Able to use software to complete more complex administration tasks.
Equipment Operation	N/A
Supervision Skills	Fundamental: Oversee or guide the work of lower level employees. May lead small groups at the work face.
Project Management	Fundamental: Maintain records, filing systems, contract details, variation records and other support and control mechanisms within a project based environment.
Policy and Procedure Development	Fundamental: Research, develop and recommend changes for internal procedures or work processes related to job function.
Policy or Legislative Interpretation	Intermediate: Apply knowledge of policy framework to procedures and tasks, including providing advice and interpretation to staff and members of the public.
Report Writing	Fundamental: Produce documents involving complex layouts, contribute to reports, submissions and correspondence.
Budgeting Skills	Intermediate: Develop project, program or smaller work area budgets, which may be subject to further review or require to be managed within an overall Department budget.
Customer Service Skills	Advanced: Effectively communicate with clients and members of the public and in the resolution of minor matters.
Decision Making Skills	Fundamental: Decisions made impact on local work areas and team.
Management Skills	N/A

PREEMPLOYMENT SCREENING REQUIRED FOR THIS ROLE

- ★ National Police Clearance - Less than 6 months old
- ★ Pre-employment Medical Screening
- ★ Alcohol and Other Drug screening

REMUNERATION AND BENEFITS

The successful applicant will join the Community & Cultural Development Team with an hourly rate of \$ 38.00 per hour

Other cash benefits include but not limited to

\$ 7.60 20% casual loading per hour

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.