



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Youth Worker- Mobile Youth Service	Level	4
Business Unit	Community Development & Library Services	Position Number	00768, 963
Directorate	Planning & Community Development	Date Established	August 2006
Reporting to	Team Leader Youth Development	Date Updated	April 2024

2. KEY OBJECTIVES

- To work individually or as part of a team assisting and supporting the Senior Youth Worker in the development and implementation of a range of external programs, activities, and services to young people throughout the City of Joondalup.
- Undertake administrative and relevant program support activities.
- Provide a high level of customer service to both internal and external customers and stakeholders.
- Promote a safe working environment.

3. KEY ACCOUNTABILITIES

- Ensure the delivery of programs, activities and services to young people are in accordance with the City's protocols, procedures, and practices.
- Ensure all financial activities are undertaken in accordance with the City's purchasing protocols and practices.
- Ensure all financial activities are undertaken in accordance with the City's cash handling protocols and practices.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols, and practices.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with WHS legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. **KEY ACTIVITIES**

ACTIVITIES

Outcome: Development of Young People

- Meet, engage, and establish rapport with local young people.
- Provide appropriate information, support, referral, and advocacy services to young people and/or their families.
- Participate with and supervise young people in positive passive and active leisure activities.
- Represent the City and promote Youth Development at a variety of community events such as, but not limited to, Music in the Park, Joondalup festival, school visits, stakeholder events etc.
- Advise the Senior Youth Worker on issues affecting local young people considered to be at risk.
- Liaise with the Senior Youth Worker on all matters relating to young people.
- Assist the Senior Youth Worker with marketing and promotions of the youth programs and activities in consultation with Communications and Stakeholder Relations.
- Assist other Youth Development employees in the coordination and support of events and programs.
- Liaise with the Team Leader Youth Development on all matters relating to young people.
- Liaise with external persons and/or organisations on issues relevant to young people eg. WA Police Service, parents/carers/guardians, community groups and/or other youth organisations.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge, and experience.

Outcome: Administration

- Complete program planning and evaluation forms at the beginning and end of each shift and case notes as required.
- Participate in the development and review protocols and procedures relating to the City's Youth Truck program.
- Assist in the restocking of supplies for programs, including shopping and other tasks.
- Raise purchase orders when required.
- Record and maintain statistics, to be included in monthly reports and provide analysis to predict potential trends, etc.
- Assist with any related administration requirements.

Outcome: Work Health and Safety

- Work within the standards of the Youth Development principles and practices.
- Work in a safe manner that will not endanger the safety and health of yourself, other workers, young people, or members of the public.
- Ensure that safe working conditions and practices are always in place by taking personal ownership of safety.
- Report unsafe practices or hazards to supervisors or safety and health representatives immediately.
- Consult and cooperate with management on matters relating to workplace safety and health.

Outcome: Customer Service

- Provide a high level of customer service to employees, residents, ratepayers and all attending Youth Development activities.
- Liaise with other members of Youth Development as required ensuring a coordinated approach to all activities.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Developed skills in working with young people from a variety of socio-economic backgrounds.
- Developed verbal and written communication and interpersonal skills.
- Ability to be able to think on your feet in unfamiliar surroundings.
- Ability to communicate and relate to young people.
- Ability to manage your own time.
- Proficient in using Microsoft Office suite of programs (Word, Excel, Outlook).
- Ability to remain calm under pressure and control a stressful situation.

Working Knowledge:

- Of the youth sector, particularly local organisations.
- Youth issues, particularly as they relate to young people.

Experience in:

- Working with young people from a variety of socio-economic backgrounds.
- Working either individually or in a team environment under regular supervision.

Qualifications / Clearances:

- Completion of or progression towards Certificate IV in Youth Work/Community Services and/or equivalent relevant experience.
- Current Western Australian 'MR' Class Driver's Licence or willingness to obtain within the first 3 months of appointment to position.
- First Aid Certificate including CPR (HLTAID011 and HLTAID009) or willingness to obtain within the first 3 months of appointment to position.
- Current satisfactory Working with Children Check (WWCC) or appointment to position will be subject to evidence of application for WWCC, either prior to or on commencement, and attainment of satisfactory WWCC.

6. EXTENT OF AUTHORITY

- Freedom to act within defined established practices.
- Work outcomes are clearly defined and monitored.
- Problems can usually be solved with reference to procedures, documented methods and instructions. Assistance is available when problems occur.
- Scope to exercise initiative in the application of established work procedures.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under general supervision

Internal

- Youth Development subunit
- Community Development and Library Services business unit
- Communications and Stakeholder Relations business unit

External:

- Young people
- Parents/Carers/Guardians
- Community members
- Local schools
- WA Police
- Department of Communities
- Other youth organisations
- Community stakeholders

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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