

# Position Description



YWCA CANBERRA

Position Information	
Position	Youth Engagement Officer
Date approved	January 2024
Program	Community Services
Supervisor	MLYCC Centre Manager
Location	Mura Lanyon Youth & Community Centre
Hours of work	Casual
Salary	Grade 2 Level 2 Year 1 of the YWCA Canberra Enterprise Agreement 2023 - 2027

General Conditions of Employment
<ul style="list-style-type: none"><li>• YWCA Canberra Enterprise Agreement 2023 - 2027</li><li>• Appointment is subject to obtaining a satisfactory Working With Vulnerable People check at own cost</li><li>• Appointment is subject to satisfactory National Police Check within the last 3 months.</li><li>• Appointment is subject to satisfactory working rights in Australia</li><li>• All YWCA Canberra policies and procedures will apply</li><li>• Subject to a 6-month probation period</li></ul>

Position Statement
<p>Drawing upon community development, youth participation and strengths-based principles, the position will assist in the delivery of a range of service initiatives targeted at young people accessing the Youth Engagement program under the direction of the MLYCC Manager.</p> <p>As a member of a multi-skilled team, the position will be involved in all aspects of service delivery, including drop-in supervision and activities, facilitation of school holiday program activities, identification of needs, resource identification, group facilitation, accurate and timely reporting, and program evaluation.</p>

Responsibilities
<p>YWCA Canberra Youth Engagement Services provide direct service delivery to a diverse range of young people in accordance with YWCA policies and procedures and funding body requirements as well as Child Safety Principles.</p>

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Responsibilities	
In relation to Programs	<ul style="list-style-type: none"> <li>• Work within YWCA Canberra, MLYCC, Coombs Community Centre and Clubhouse policy and procedures, including implementing harm minimisation practices</li> <li>• Staff the supported drop-in centre during opening times, engage in targeted outreach activities and support the YWCA Clubhouse Coordinator during opening times.</li> <li>• Work collaboratively with other services and with schools and colleges in the region</li> <li>• Assist in undertaking analysis of the needs of young people in the target group</li> <li>• Promote YWCA Youth and Community Development activities and services to other organisations</li> <li>• Complete administrative tasks as required and in a timely manner, including maintaining accurate statistical information and participate in all reporting processes</li> <li>• Assist in organising and delivering events, groups and in the design and delivery of social/educational groups and activities</li> </ul>
In relation to Team Members	<ul style="list-style-type: none"> <li>• Communicate clearly and effectively with team members</li> <li>• Provide support, feedback and resources to other team members</li> <li>• Participate in team processes, including team meetings and supervision</li> <li>• Share equal responsibility with other team members for general office duties and housekeeping</li> <li>• Develop and maintain cross professional links</li> </ul>
In relation to Service Users	<ul style="list-style-type: none"> <li>• Assist in the provision of a safe, secure and supported drop-in space that is open and accessible to all young people, including the MLYCC and YWCA Clubhouse.</li> <li>• Implement and monitor the use of MLYCC, Coombs Community Centre procedures including upholding user rights, access and equity and confidentiality policies and appropriate referral strategies</li> <li>• Always provide clear and accessible information to service users</li> <li>• Treat all service users with sincerity and respect</li> <li>• Implement the best possible safety standards</li> <li>• Consult with relevant client group/ cohort regarding program development and delivery</li> <li>• Provide support to young people including provision of case management, information, referral and advocacy as necessary</li> <li>• Actively seek feedback from service users to improve</li> <li>• Other duties as identified by Manager.</li> </ul>
In relation to YWCA Canberra	<ul style="list-style-type: none"> <li>• Participate in YWCA Canberra meetings and team activities where required</li> <li>• Uphold the policies and values of the Organisation</li> </ul>

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- Liaise with other community organisations as required
- Accountably represent YWCA Canberra in day to day activities

Selection Criteria	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Vocational or Tertiary qualifications in Youth Work, Community Development or other relevant field/</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrated Experience working with vulnerable community members and proven ability to engage them in a range of activities</li> <li>• Current and practical knowledge of issues affecting vulnerable people, including Young People, and strategies to address these issues.</li> <li>• Demonstrated ability in working with young people, particularly with the following target groups: <ul style="list-style-type: none"> <li>• Young People with multiple needs</li> <li>• Homeless or 'at risk'; young people</li> <li>• Young People from Aboriginal and/or Torres Strait Islander or Culturally and Linguistically Diverse Backgrounds.</li> <li>• Young people who identify as Sexuality and Gender Diverse</li> </ul> </li> <li>• Demonstrated ability in working with service users in informal and formal situations including effective support, referral and advocacy</li> <li>• Experience and/or training in facilitating small groups</li> <li>• A high level of computer literacy</li> </ul>
<b>Capabilities and Behaviours</b>	<ul style="list-style-type: none"> <li>• Excellent Communication skills (written, oral and interpersonal) and demonstrated ability to engage with difficult to engage individuals</li> <li>• Demonstrated ability to work as part of a team and with limited supervision</li> <li>• Understanding of and ability to incorporate Social Justice, Strengths based, trauma and gender informed and community development principles within service initiatives</li> <li>• Program and project and community development origination, implementation and evaluation skills are desirable.</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to work within the philosophy of YWCA Canberra</li> <li>• Current full driver's license and access to vehicle with comprehensive insurance during working hours (if required)</li> <li>• A current Working with Vulnerable People Registration</li> <li>• Australian Citizenship or suitable rights to work in Australia</li> <li>• Ability to undertake out of hours work and weekend work as required</li> </ul>

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