

POSITION DESCRIPTION

POSITION TITLE	Youth & Community Assistant
DIRECTORATE - SECTION	Community Services – Community Development
LEVEL - EBA	2 - Salaried
RESPONSIBLE TO	Youth & Community Development Officer

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

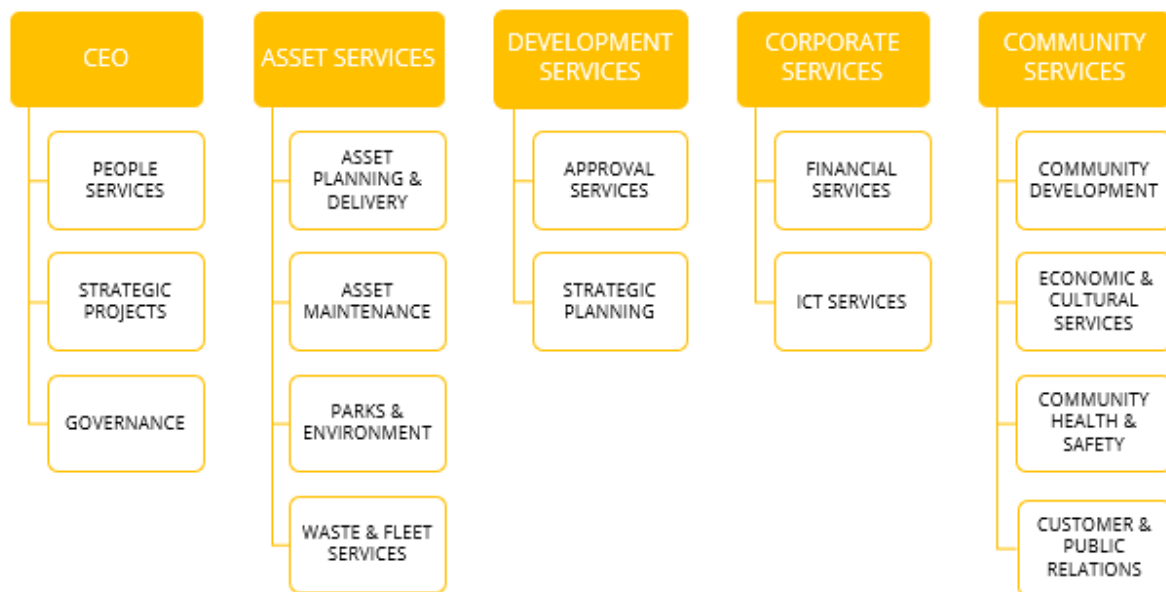
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

To assist in the engagement, development, promotion and implementation of programs related to young people, and to provide support to the Community Development team as required.

KEY RESULT AREAS

YOUTH SERVICES

- Assist the Youth and Community Development Officer (YCDO) to develop links between young people and the City of Kalamunda ensuring that the youth voice is represented with Council.
- Strategically co-create programmes and support their promotion and facilitation with specific links to the Kalamunda Futures: Youth Plan 2023-2028.
- Support the Youth and Community Development Officer in the reporting of key activities against the Kalamunda Futures: Youth Plan 2023-2028.
- Research and identify new opportunities and initiatives for young people within the City.
- Participate in direct youth engagement and consultation, i.e school visits and presentations.
- Ensure youth activities use a range of community facilities and spaces.
- Facilitate the City's Youth Advisory Council through creation of meeting agendas and events
- Supervise and manage youth volunteers at both youth and City-wide events which may include after-hours and weekend activities.
- Support the Early Years Project Officer and YCDO through event support.
- Assist in the evaluation of youth programs.

COMMUNICATION / PROMOTION

- Actively involved in the design of promotional material (flyers, Facebook and Instagram tiles, reels etc.) for youth services events and programs using design software (Canva and Adobe), ensuring content aligns with corporate guidelines.
- Support regular communication with young people, schools, services and other youth-related public stakeholders, through various communication channels (Facebook, Instagram, email, telephone).
- Maximise opportunities to promote positive images of young people within the City of Kalamunda.
- Assist the YCDO to oversee regular engagement on the City's Youth social media pages (Instagram and Facebook).
- Act as the link between local young people and City.

COMMUNITY DEVELOPMENT

- Assist the Community Development team as needed, with administrative tasks or program facilitation i.e. promotional material for Inclusive Communities and Club Development Teams
- Support the development of an annual calendar of youth programs.

CUSTOMER SERVICE / ADMINISTRATION

- Provide excellent customer services when dealing with youth and community enquiries.
- Maintain professionalism during administration support for the youth services team, including making and receiving phone calls and liaising with community and stakeholders via email under direction of the YCDO.
- Manage the Youth Team email Inbox and respond to enquiries as they arise, supported by the YCDO.
- Provide administrative standards by ensuring all documentation relating to youth and community is accurately produced and included in the central record system.
- Perform other role-related administrative duties as directed by the Youth and Community Development Officer and Coordinator Community Services.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

SELECTION CRITERIA

1. Ability to work as part of a team, with good written and verbal communication skills
2. An interest in community development and advocacy for young people in the City of Kalamunda
3. Confidence to engage and work with internal and external customers.
4. Demonstrated experience in organising projects, activities, or events.
5. An understanding of basic design to produce digital media and promotional materials.
6. Sound computer and keyboard skills including the use of the Microsoft 365 Apps (Outlook, Word, Excel, PowerPoint).

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Coordinator Community Services
DATE PD REVIEWED/APPROVED: 11 October 2024
