ROXBY COUNCIL

Position Description – Youth Centre Support Officer

Employee Name	Vacant	**Department**	Community & Lifestyle • Community
Reports to	Team Leader Library & Youth Services	**Status**	Casual
Position Grade	• Grade 1 • Municipal Council of Roxby Downs Lifestyle, Sport & Community Enterprise Agreement 2024 • South Australian Municipal Salaried Officers Award	**Roles reporting to this title**	Not Applicable
Key stakeholders	• Local Youth • Council employees • Community members		
Special conditions	• Working With Children Check • National Police Check • Youth Mental Health First Aid • Disability Inclusion training • Child Safe Environments: Through Their Eyes training • Some out of hours work may be required at times • First Aid & CPR		

Our Aspiration, Values & Guiding Principles

OUR ASPIRATION

Australia's most highly regarded mining town.

OUR PURPOSE

To work with the community to plan, develop and create a township environment that is engaging, and enriches the lives of the community.

OUR VALUES AND PRINCIPLES

As an organisation we will:

- Act with integrity and take ownership of, and responsibility for, our decisions.
- Treat everyone with respect. We value diversity and appreciate everyone's strengths.
- Take pride in delivering value to our community.
- Engage with our community through collaboration, understanding and inclusivity.
- Strive for continuous improvement in all our operations and seek creative solutions.

- Meet the changing needs and priorities of our community and continue to build organisational and community resilience.

Position Purpose

The primary objective of the Youth Centre Support Officer is to act as a responsible adult presence within the Youth Centre during operating hours. The role provides general supervision and ensures a safe, welcoming, and respectful environment for young people accessing the centre.

This role supports the Community Team by assisting with the day-to-day operation of the Youth Centre and providing basic support during programs and activities. The role does not lead programs but supports their delivery through supervision, set up/pack down and participant engagement.

The position works closely with the Community Team to implement initiatives that promote positive youth development, community participation, and social inclusion

Required Skills

PEOPLE & LEADERSHIP COMPETENCIES	DESCRIPTOR
Effective Communication	• Friendly and approachable. • Ability to work well as part of a team and communicate effectively. • Strong communication and interpersonal skills. • Keep the Youth Development Officer and Library & Youth Services Team Leader informed of any issues, customer feedback, maintenance concerns or hazards. • Ability to confidently supervise and engage with young people in a calm, friendly, ad professional manner.
Effective Time Management and Organisational Skills	• Manage time effectively in order to ensure that daily tasks are completed in a timely manner. • Ensure that time is managed appropriately in line with centre opening/closing times, and that activities are organised appropriately.
Customer and Community Focus	• Understand the importance of maintaining professional boundaries and confidentiality.
Problem Solving and Decision Making	• Problem solving skills and the ability to assist with the resolution of client and patron enquiries and complaints. • Confidence in escalating issues/complaints/enquiries to the Youth Development Officer, Facility Supervisor or Library & Youth Services Team Leader in a timely manner. • Remain calm and adaptable during changing circumstances, such as during busy times, facility issues, or unexpected situations.
TECHNICAL & ADMINISTRATIVE COMPETENCIES	**DESCRIPTOR**
Required Skills and Knowledge	• Awareness of youth related issues and a basic understanding of duty of care.
Required Experience and Qualifications	• Current First Aid and CPR certification (or willing to obtain) • Child Safe Environments: Through Their Eyes training (or willing to obtain) • I'm Alert – Food Safety training (or willing to obtain)

	• Youth Mental Health First Aid (or willing to obtain) • Disability Inclusion training (or willing to obtain) • Previous experience in a similar youth centre or recreational environment
JOB SPECIFIC REQUIREMENTS	**DESCRIPTOR**
Supervision and Safety	• Provide responsible adult supervision to young patrons attending the Youth Centre. • Monitor behaviour to ensure a safe, inclusive, and respectful space for all young people. • Respond appropriately to low-level issues or conflicts and escalate concerts to senior staff as needed. • Ensure the Youth Centre is kept tidy and safe, reporting any hazards or maintenance concerns.
Youth Centre Support	• Assist with opening and closing procedures, including setup and pack-down of spaces and equipment. • Greet and engage young people on arrival and encourage appropriate use of facilities. • Uphold and communicate Youth Centre expectations and behavioural guidelines.
Youth Activity Assistance	• Provide general support to youth programs and activities by helping with materials, setup and supervision. • Participate in activities where appropriate to positively engage with young patrons. • Encourage participation and support staff in creating a welcoming environment.
Administrative Support	• Record attendance and incident reports as directed. • Assist with simple tasks such as distributing flyers, helping with basic promotional efforts, or setting up for events.
Policies and compliance	• Maintain awareness and compliance with all Council Policies, Procedures and Guidelines. Where applicable, ensure all work is undertaken within properly delegated authority, and is compliant with relevant legislation.
Records Management	• Comply with legislation in relation to records management. • Employees are responsible for accurately creating and capturing official records as per Council policy and legislative requirements. • Adhere to records management practices, policies and procedures for all records created and received.
TEAM RELATIONSHIPS	**DESCRIPTOR**
Team Engagement and Development	• Attends and contributes to team meetings and training. • Participates and engages with regular performance appraisals in line with Council policy and procedure.

Required Values

CORE VALUES	DESCRIPTOR
Commitment and Loyalty	• Understand and follow Council's Aspirations, Values and Guiding Principles. • Take pride in own work. • Show up to work on time, every time. • Be reliable. • Put time and effort into daily tasks all of the time. • Be accountable when things do not go to plan.
Kindness and Humility	• Have insight into own strengths and development areas and uses this to learn and grow. • Be open minded towards different perspectives. • Acknowledge that all employees, regardless of skills or experience, contribute to the success of the Council. • Show understanding, empathy, support and recognition to others.
Diversity	• Respect and value the skills, background and insights of all colleagues. • Be able to accept different work styles, personalities, and differences in how people think and learn.
Accountability and Honesty	• Take ownership of own decisions and outcomes. • Do what you say you will. • Take responsibility for own mistakes and learn from them. • Be open to feedback, including constructive feedback and take action to address development areas. • Be upfront and forthcoming with information. • Always be honest, even when what is being said may not be popular.
Teamwork	• Work collaboratively and cohesively with others in the workplace. • Support others in the workplace.
Courage	• Stand up for others, or for ideas. • Make a stand against discrimination or say 'no' to something that you personally do not agree with. • Call out poor behaviour in the workplace.
Knowledge and Excellence	• Openly and willingly share information so that others can do their jobs effectively. • Strive to always achieve high quality results.

Key Performance Indicators

During the initial months of employment, the employee will participate in discussions with their supervisor/manager to establish and implement Key Performance Indicators (KPIs) relevant to their role, responsibilities and the needs of Council. KPIs may be reviewed and updated as required to reflect organisational priorities and the requirements of the position.

Regular performance discussions will be undertaken throughout the employee's employment with Council to provide feedback, discuss progress against agreed KPIs, identify development opportunities and ensure ongoing alignment with the requirements and objectives of the role.

Confidentiality

Security and confidentiality are a matter of concern for all persons who have access to information systems. Each person accessing Municipal Council of Roxby Downs documents and resources holds a position of trust relative to this information and must recognise the responsibilities entrusted in preserving the security and confidentiality of this information.

Therefore, all persons who are authorised to create or access documents and resources must read and comply with the following standard.

- Respect the privacy and rule governing the use of any information accessible through the information management system or network and only utilise information necessary for the performance of work duties.
- Respect the procedures established to manage the use of the information management and systems.
- Do not seek personal benefit or permit others to benefit personally by any confidential information or use of equipment available in accordance with Roxby Council Employee Code of Conduct.
- Do not access, exhibit, or divulge the contents of any records or reports except to fulfill work duties.
- Do not knowingly include or cause to be included, or exclude or cause to be excluded, in any records or report, an inaccurate or misleading entry.
- Ensure documents and resources accessed through the information management system containing sensitive and/or confidential employee information will only be disclosed to those authorised to receive it.
- Understand that all access to systems will be audited regularly.

Persons breaching this standard either during or after serving as an employee of Roxby Council, may be subject to penalties, including disciplinary action, dismissal and/or legal action.

Disclaimer

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the job.

Employees are expected to demonstrate flexibility and may be asked to perform tasks or support other departments beyond the duties listed in this job description.

The Council will review your Position Description as required for business or operational reasons and may vary your Position Description following consultation with you. If your Position Description is updated, you and the Council will sign the amended Position Description to acknowledge its variation.

JOB DESCRIPTION AUTHORISED BY			
POSITION			
SIGNATURE		**DATE**	
JOB DESCRIPTION AGREED BY			
I have read the Position Description and acknowledge, understand, and accept the requirements and responsibilities of the position.			
NAME			
SIGNATURE		**DATE**	