

YMCA POSITION DESCRIPTION – EMPLOYMENT AND EVENTS PROJECT OFFICER

Position Title	Employment and Events Project Officer		
Group	YMCA Social Impact (Y-Care South East QLD Inc.)		
Modern Award / Agreement	Social, Community, Home Care and Disability Services Industry Award 2010		
Classification Level	Level 4.1 – Level 4.4		
Position Status	Full-time, Contract	Child Facing Role	Blue Card Required
		✓	✓
Safeguarding Classification	Child Facing Position (CF)		
Employment Screening	National Police Check; and Working with Children Check (Blue Card)		
Reports to	Youth Space Coordinator		
Supervises	Vocational Trainees		

Industry Sector

As the social impact arm of the YMCA, Y-Care, trades as YMCA Social Impact and exists to serve people in our community who are disadvantaged. Social Impact's programs each operate in different areas but share the common theme of assisting people overcome the challenges they face in body, mind and spirit. Services and programs managed by Social Impact fall under the following 5 focus areas: Youth and Education, Healthy Futures, Community Housing, Disability and Social Enterprise. The YMCA Vocational School operates under the Youth and Education focus area.

Position Summary

The Amplify project is a social enterprise event and production company that works with people from diverse backgrounds who have struggled to find employment or feel isolated within the community. We aim to engage participants in a fun, fast paced and creative environment that develops practical and social skills that can lead to personal growth and employment opportunities. The Project is funded by SQW Work Skills Traineeships and will require the Project Officer to provide a range of timely and efficient project support.

Duties and Responsibilities

1. Employment and Wellbeing programs

- 1.1 Actively recruit appropriate candidates for specific government-funded programs, as per the funding guidelines and organization policies and procedures;
- 1.2 Facilitate the delivery of employment and well-being programs for participants who come from disadvantaged and CALD backgrounds, in a manner that is relevant and engaging;
- 1.3 As required, create dynamic workshops that will engage young participants and provide valuable learning pathways and the development of employability skills;
- 1.4 Liaise with RTOs to develop relationships with industry contacts as required and appropriate;
- 1.5 Liaise with workplaces and employers to ensure that on-going constructive relationships are maintained and employer networks are developed;
- 1.6 As required, liaise with other staff and stakeholders concerning the vocational, social and emotional status of participants;
- 1.7 Contribute to the maintenance of participant records, the collection of samples of work relevant to the up-keep of accurate records and preparation of reports;
- 1.8 Provide constructive and compassionate feedback to participants regarding their progress toward applying for positions, networking and gaining employment;
- 1.9 Support the transition of program participants into the workplace by coordinating programs which assist participants to:
 - write resumes and cover letters;
 - prepare for job interviews;
 - obtain appropriate clothes to wear to an interview;
 - Prepare for the workplace environment.
- 1.10 Coordinate opportunities for participants to visit job expos and similar events;



YMCA POSITION DESCRIPTION – EMPLOYMENT AND EVENTS PROJECT OFFICER

- 1.11 Record case management notes as appropriate in the support of identified participants;
- 1.12 Support participants to enter additional vocational training and subsequent work placements which are aligned to the participant's capabilities, interests and attitudes.

2. Delivery of Community Services

- 2.1 Coordinate the delivery of events and programs under the Amplify banner within the community;
- 2.2 Advocate on behalf and for participants in the community, the local business sector and individual employers where appropriate and needed;
- 2.3 Form intentional relationships with program participants so that their strengths, passions, interests and unmet needs can be supported appropriately through the operation of YMCA Social Impact Programs.

3. Collaboration

- 3.1 Lead a team of trainees to complete a range of work related tasks;
- 3.2 Collaborate constructively and positively with all other staff, in the development and evaluation of curriculum;
- 3.3 Participate in the process to regularly monitor the effectiveness of program delivery through observation and evaluation;
- 3.4 Attend and participate in all staff meetings as required.

4. Customer Service

- 4.1 Work with other staff effectively to provide the highest possible standard of customer service to the wider community;
- 4.2 Respond to the needs of participants, their families and the wider community to ensure the quality of service meets agreed standards;
- 4.3 Handle customer complaints and conflict and take relevant action as per the School's policy.

Safeguarding Children

5. SAFEGUARDING CHILDREN REQUIREMENTS

The status for your position as either child-facing or non-child-facing is outlined on page one of your position description. The YMCA has requirements for both child-facing and non-child-facing roles which are indicated below.

Child-Facing Roles

- 5.1 Declare anything you become aware of through the course of your engagement with the YMCA which a reasonable person would consider could impede your suitability to have contact with children and young people;
- 5.2 Act as an extended guardian towards children and young people where you have interactions and at all times take reasonable steps to prevent abuse and neglect;
- 5.3 Adhere to all policies and procedures relating to safeguarding children and young people and the Safeguarding code of conduct;
- 5.4 Update your details whenever these change, with the relevant department administering the working with children check or equivalent in your state/ territory of residence, as required by applicable laws;
- 5.5 Complete a Working with Children Check (Blue Card) prior to commencement and maintain currency throughout employment;
- 5.6 Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
- 5.7 Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures;
- 5.8 Participate in safeguarding children and young people training as directed;

Non-Child-Facing Roles

- 5.9 Participate in safeguarding children and young people training as directed
- 5.10 Use standardized methods for receiving and responding to feedback and complaints from children, young people and their families;
- 5.11 Any new program initiatives are to include consultation with children and young people, using standardized practices and resources;
- 5.12 Maintain a working knowledge of policies and procedures relating to safeguarding children and young people;
- 5.13 Attend any other training legally mandated by your role in relation to safeguarding children and young people;
- 5.14 Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities.



YMCA POSITION DESCRIPTION – EMPLOYMENT AND EVENTS PROJECT OFFICER

General

6. GENERAL REQUIREMENTS

- 6.1 Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;
- 6.2 Comply with all Policies and procedures
- 6.3 Maintain confidentiality of all YMCA information, records and files;
- 6.4 Complete the YMCA Induction and other required training as required by organizational policy and procedures;
- 6.5 Uphold, promote and comply with the policies, mission and values of the YMCA;
- 6.6 Any other duties as determined by the Chief Executive Officer as required.

Health and Safety

7. WHS RESPONSIBILITIES FOR ALL EMPLOYEES / VOLUNTEERS

- 7.1 Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- 7.2 Be familiar with the YMCA WHS Policy and other health and safety policies, procedures and requirements;
- 7.3 Accept responsibility and accountability for compliance and cooperation with all WHS policies, procedures and practices established by the YMCA;
- 7.4 Report all hazards, near-misses, incidents and injuries in accordance with organization policy and procedures;
- 7.5 Wear appropriate clothing, footwear and protective equipment for the work performed and work environment;
- 7.6 Properly use equipment, including any relevant safety equipment or devices;
- 7.7 Participate in discussions and consultation on the management and resolution of WHS risks;
- 7.8 Accurately complete all required WHS documentation relevant to position and work activities being undertaken
- 7.9 Continually monitor the workplace for hazards so as to minimize the risk to both customers and staff;
- 7.10 Make suggestions for improvements to health and safety practices within the workplace;
- 7.11 Take reasonable care for your own health and safety and that acts or omissions do not adversely affect the health and safety of others;
- 7.12 Comply with any reasonable instruction that is given by the YMCA for ensuring health and safety.

Key Physical Requirements

1. Walking / standing – Frequent
2. Sitting – Frequent
3. Squatting/ bending/kneeling – Occasional
4. Working outdoors – Frequent
5. Fine motor skills (keying, typing) – Constant
6. Gross motor skills (e.g. setting up, packing up) – Frequent
7. Lifting/carrying up to 10kg – Frequent

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)

Position Requirements / Selection Criteria

Essential:

1. Current or completed undergraduate degree in the Social Sciences such as Social Work, Sociology, Psychology, Public Health, Justice or Human Services and/or relevant and demonstrated experience in collating and analysing qualitative and quantitative data in a social research context;
2. Demonstrated experience in project co-ordination including planning key objectives and deliverables, identifying and coordinating the required resources, engaging and consulting with stakeholders;
3. Ability to prioritise work effectively and meet project deadlines;
4. Excellent interpersonal, verbal and written skills to communicate effectively with internal and external stakeholders and the ability to provide a high level of quality data analysis result summaries for inclusion in reports;
5. Demonstrated high level of computer literacy in using software applications including Microsoft Office Suite and Statistical Package for Social Sciences (SPSS);



YMCA POSITION DESCRIPTION – EMPLOYMENT AND EVENTS PROJECT OFFICER

6. Demonstrated capacity to work under limited supervision as well as in a multidisciplinary team;
7. Possess, or be willing to obtain, a positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000 and a National Police Check/ International Police Check (where applicable);
8. Willingness to obtain and complete the annual ACF Safeguarding Children Certificate.

Desirable:

1. Knowledge and understanding of event management and production/creative industries.
2. Knowledge and Understanding of CALD community

Approval

Date Position Description Revised:	December 2019
Position Description approved by:	Chief Executive Officer
Date of Approval:	

