



Queensland Police - Citizens Youth Welfare Association

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POSITION DESCRIPTION

Overview of Police Citizens Youth Clubs Network

The Queensland Police-Citizens Youth Welfare Association (QPCYWA) is a community-based organisation concerned with the development of youth through the provision of sporting and recreational activities. The QPCYWA has established forty-seven (47) Police-Citizens Youth Clubs (PCYCs) throughout the State and now has an active membership in excess of eighty thousand [80,000] members state-wide. As a registered, not-for-profit, charitable organisation, the QPCYWA relies upon income from activity attendances, fund raising, community support, grants and subsidies in order to operate. Its affiliation with the Queensland Police Service provides a unique link between Queensland Police and our supporting communities.

Police Citizens Youth Clubs (PCYCs) deliver youth sport and recreation activities and support the welfare needs of youths and their communities. We have the valued support of many local and state-based business organisations and work in close cooperation with Local, State and Federal Government community development -oriented agencies.

PCYCs – Enhancing Queensland Communities Through Youth Development

POSITION OBJECTIVE

ASSISTANT INSTRUCTOR

Position Objective: The primary responsibility of the Assistant Instructor is to assist in developing and delivering activity programs to PCYC clients and ensure a professional standard of training and service is maintained at all times. The Assistant Instructor also supports the Branch Manager/Supervisor in daily service delivery/operational management of the Branch, its staff and volunteers, and various activities.

While representative of the duties and responsibilities of the role, this Position Description does not imply that there are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.

Work Skills Required: Program Development and Implementation, Program Administration, Customer Service

Position Title: <p style="text-align: center;">Assistant Instructor (Gymnastics)</p>	Unit / Branch / Division: <p>Biloela PCYC</p>	Type of Employment: <p>Casual Approx 5 per week Monday to Saturday between 6am and 9pm. Hours may vary. (Classes only run during the school term)</p>	Remuneration Package Details: <p>\$20.05 - \$27.69 p/hr gross depending on qualifications and experience.</p>	Roles Reporting To This One: <p>Nil</p>
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Key Accountabilities		
Critical Success Factors	Major Activities	Performance Result
Job Competency	<p><u>Program Delivery</u></p> <ul style="list-style-type: none"> ▪ Delivers group programs/sessions under direct supervision of an Instructor in compliance with safety and industry approved practice requirements ▪ Identify and conduct assessments on potential and existing clients for sports and recreation activities and programs under direct supervision ▪ Conduct WH&S inspections on activity equipment and ensure the cleanliness of the activity area ▪ Equipment is maintained and used in a safe manner by all users <p><u>Program Administration</u></p> <ul style="list-style-type: none"> ▪ Program changes are conducted under direct supervision and associated documentation is prepared ▪ Devise or contribute towards a marketing/promotional plan to improve activity program, retain current participants and attract new participants ▪ Prepare assessment/evaluation criteria at an individual and program level are conducted under direct supervision 	<p><u>Program Delivery</u></p> <ul style="list-style-type: none"> ▪ Activities and programs are delivered under supervision to participants in a safe manner ▪ Assessments are conducted and programs tailored to meet the fitness levels of the clients under direct supervision ▪ Program activity area is clean and tidy ▪ Equipment is maintained, participants instructed in the safe use of equipment and damaged or broken equipment is reported to the Branch Manager <p><u>Program Administration</u></p> <ul style="list-style-type: none"> ▪ Activity/Training programs are amended to meet the needs of the participants and industry and Company requirements ▪ Feedback is recorded on individuals and programs and reported to the Supervisor
Customer Service & Client Management	<ul style="list-style-type: none"> ▪ Maintain good working relationships with staff, patrons, customers, Company and community representatives ▪ Respond to enquiries from Branch and Company staff, Branch members, community representatives and visitors in an effective and timely manner ▪ Provision of competent and confidential administrative support to the activity program 	<ul style="list-style-type: none"> ▪ Customer satisfaction with services provided ▪ Feedback received from clients/customers ▪ Responses to client enquiries within 24 hours, or, if a complex matter, clients are advised of estimated response time ▪ Maintenance of privacy and confidentiality of commercial, personal and operational information
Teamwork	<ul style="list-style-type: none"> ▪ Guide and support other Branch staff to deliver approved services and activities ▪ Information to facilitate informed decision-making is prepared and shared with Supervisor and other staff as required ▪ Model Code of Conduct behaviours by working cooperatively and effectively with colleagues ▪ Effectively supervise staff and volunteers ▪ Contribute to continuous improvement in Branch operations and customer services ▪ Other suitable duties as may be directed from time to time 	<ul style="list-style-type: none"> ▪ Feedback from colleagues ▪ Support the Program Supervisor and other supervisors by sharing information in a timely and appropriate manner ▪ Contribute positively to team and workplace effectiveness and harmony ▪ Staff performance and feedback ▪ Evidence of improvement from lessons learnt

Safe System of Work	<ul style="list-style-type: none"> ▪ Understands and complies with PCYC Workplace Health and Safety policies and procedures ▪ Works in a safe manner and in compliance with approved, safe work practices ▪ Implements and maintains safe work systems and workplace environment ▪ Accepts personal responsibility for maintaining a safe workplace and work practices 	<ul style="list-style-type: none"> ▪ Work is performed safely ▪ Identifies hazards within the workplace ▪ Actively participates in health and safety discussions at staff meetings ▪ Reports workplace occurrences, injuries and/or illnesses as required ▪ Proactively resolves workplace health and safety issues
Challenges: <ul style="list-style-type: none"> ▪ Need to be flexible and multi-task in a busy and demanding work environment ▪ Actively support the Program Supervisor to administer a busy sports and recreation facility and deal with a variety of work including office management, cash management and balancing, customer service, safety and supervising staff and volunteers ▪ Need to ensure accuracy in work performed ▪ Compliance with Company and Branch policies and practices 	Key Communications / Interactions: Internal <ul style="list-style-type: none"> ▪ Immediately respond to Program Supervisor and/or Branch Manager's and/or State Office needs and concerns to ensure quality of service meets required standards External, as required: <ul style="list-style-type: none"> ▪ Nil 	
Key Selection Criteria MANDATORY <ol style="list-style-type: none"> 1. Eligibility for a Children's Commission's Suitability Notice/Blue Card¹ and satisfactory DSQ/QPS criminal history check 2. Up to (2) two years continuous instructional experience in the area of instruction 3. Holds a Certificate 2 or 3 in Fitness or industry recognised qualification in a relevant practice area (i.e. WAG Level 1) 4. Has Introductory to Intermediate accreditation with Gymnastics Australia 5. Holds a current Senior First Aid & CPR certificate HIGHLY DESIRABLE <ol style="list-style-type: none"> 6. Demonstrated experience in working with Children, Young Adults, special needs and/or socially challenged groups using sports and exercise as a communication/life skills enhancement medium 7. Demonstrated ability to multi-task 8. Well-developed computer skills (Word, Excel & Outlook) 9. Excellent organisational and time management skills 		

The terms and conditions of this position are regulated by the <i>QPCYWA Collective Agreement 2009-2014</i>	HR Review / Approval Date: January 2012
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¹Obtainable by applying to Queensland Commission for Young Children, see <http://www.ccypcg.qld.gov.au/employment/>