



# Queensland Police - Citizens Youth Welfare Association

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## Program Overview

The Department of Local Government, Sport and Recreation Queensland have funded the Indigenous Community Development Program for the next three (3) years to provide for the employment of Indigenous Community Sport and Recreation Officers. The Queensland Police Citizens Youth Welfare Association is project managing this program. There are 3 key outcomes areas identified under the funding Agreement:

1. To improve the health and wellbeing of Queensland Indigenous Communities
2. Increase participation and opportunities in sport and recreation for Indigenous Queenslanders
3. Build and Strengthen Community capacity to plan and deliver sport and recreation opportunities

The program's theme is *Strength for Life* which has three (3) delivery streams. These delivery streams are built on the health and wellbeing foundational stones:

1. **Strength for Self** – *What programs and activities will keep me strong and give me the strength for life*
2. **Strength for Family** – *What programs and activities will keep my family strong and give them the strength to work through crisis in a healthy, safe and positive way*
3. **Strength for Community** – *What programs and activities will keep the Community strong and give them the resilience and strength to work through crisis with positive outcomes*

The *Strength for Life* program combines all of the above three (3) funding agreement outcome areas and requires the Indigenous Community Sport and Recreation Officers to initiate targeted activities across all strength for life areas. The keys to the success of the *Strength for Life* initiative will be the involvement of the local Indigenous Community (including community organisations), local Shire Councils and involvement of the wider Indigenous Community in planning and accessing sport and recreational activities.

### PCYCs – Improving Communities Through Youth Development

#### POSITION DESCRIPTION

<b>Position Title:</b> Indigenous Community Sport and Recreation Officer (PCYC based)	<b>Unit / Branch / Division:</b> Indigenous Sport & Recreation Development Unit, Indigenous Business Unit Police Citizens Youth Clubs (Queensland)	<b>Employment Type:</b> Full-time, fixed term; (to 30 June 2012)	<b>Salary:</b> Wage from \$17.00 - \$25.00 per hour (\$33,592.00 to \$49,400.00 per annum) – based on experience of applicant, <i>plus:</i>
Mackay PCYC	<b>Reports to:</b> Branch Manager	<b>Roles Reporting To This One:</b> Nil	<ul style="list-style-type: none"> <li>• Superannuation (9%)</li> <li>• Annual Leave Loading (17½%)</li> </ul>

#### POSITION OBJECTIVE

##### Community Sport and Recreation Officer

**Position Objective:** The primary role of the Community Sport and Recreation Officer is to build community involvement and ownership of activities/programs that fall under the *Strength for Life* service delivery themes through partnering with the local indigenous community. As part of a PCYC network of Indigenous community-based Sport and Recreation Officers will -

- Develop and deliver a broad range of programs that address the sporting and recreational needs of the local community through access to organised training,
- Increase the capacity of local Indigenous communities to participate in the delivery of sporting and recreational activities through skills development and transfer, and
- Prepare grant applications to support local sport and recreation activities.

**Major Work Activity Areas:** Sport and recreation program development, skills transfer/tutoring and mentoring, program administration and reporting

Key Accountabilities		
Critical Success Factors	Major Activities	Performance Measures
<b>Job Competency</b>	<ul style="list-style-type: none"> <li>▪ In partnership with the local Community, develop short &amp; long-term programs for sport and recreation services for the local Indigenous Community.</li> <li>▪ Organise training for volunteer coaches and implement training activities designed for targeted community members</li> <li>▪ Answer and guide enquiries regarding individuals/teams for activities/competitions</li> <li>▪ Perform duties across a range of hours (i.e. after school, school holidays, weekends) in response to identified needs of local community</li> <li>▪ Attend relevant local/regional and state meetings pertaining to sport and recreation</li> <li>▪ Perform a range of administrative duties inclusive of monthly/quarterly report writing, correspondence, record management, budgeting &amp; financial monitoring</li> </ul>	<ul style="list-style-type: none"> <li>▪ Operational Plan developed for the provision of sport and recreation activities for the local Indigenous Community.</li> <li>▪ Satisfactory number and diversity of sport and recreation programs delivered which target local community members</li> <li>▪ Increase in the number of people participating in sport and recreation activities</li> <li>▪ Demonstrated effective self- and office management</li> <li>▪ Positive feedback received from patrons/customer/colleagues</li> <li>▪ Enquiry turn around time is satisfactory</li> <li>▪ Evidence of use of organisation's policies, procedures and templates</li> </ul>
<b>Customer Service &amp; Client Management</b>	<ul style="list-style-type: none"> <li>▪ Maintain a good working relationship with patrons, customers and community representatives, ensuring that patron/ customer needs are met</li> <li>▪ Respond to enquiries from Branch staff and members, community representatives and visitors in an efficient and timely manner</li> </ul>	<ul style="list-style-type: none"> <li>▪ Customer satisfaction with range of sport and recreation services provided</li> <li>▪ Feedback received from participants (clients/ customers)</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>▪ Work cooperatively and effectively with colleagues</li> <li>▪ Assist in the set-up/ pull-down of sport and recreation activities, and hall hires</li> <li>▪ General tidying/ cleaning duties as required</li> <li>▪ Other suitable duties as may be directed from time to time</li> </ul>	<ul style="list-style-type: none"> <li>▪ Feedback from colleagues</li> <li>▪ Staff performance and feedback</li> <li>▪ Evidence of improvement from lessons learnt</li> </ul>
<b>Safe System of Work</b>	<ul style="list-style-type: none"> <li>▪ Understands and complies with auspicing bodies Workplace Health and Safety policies and procedures</li> <li>▪ Works in a safe manner and in compliance with approved, safe work practices</li> <li>▪ Implements and maintains safe work systems and workplace environment</li> <li>▪ Accepts personal responsibility for maintaining a safe workplace and work practices</li> </ul>	<ul style="list-style-type: none"> <li>▪ Work is performed safely</li> <li>▪ Identifies hazards within the workplace</li> <li>▪ Actively participates in health and safety discussions at staff meetings</li> <li>▪ Reports workplace occurrences, injuries and/or illnesses as required</li> <li>▪ Proactively resolves workplace health and safety issues</li> </ul>
<b>Challenges:</b> <ul style="list-style-type: none"> <li>▪ Need to multi-task, in a sometimes busy and demanding work environment</li> <li>▪ Ability to deal with difficult people and resolve complaints and conflict in the best interests of the Organisation</li> <li>▪ Compliance with the Organisation's policies and practices</li> </ul>		<b>Freedom to Act:</b> Independent: <ul style="list-style-type: none"> <li>▪ Responding to customer queries on Organisation's services and activities</li> </ul> Makes decisions in consultation with: <ul style="list-style-type: none"> <li>▪ Manager</li> </ul>

<p><b>Key Communications / Interactions:</b> Internal</p> <ul style="list-style-type: none"> <li>Immediately respond to customers' needs and concerns to ensure quality of service meets agreed standards</li> </ul> <p>External, as required:</p> <ul style="list-style-type: none"> <li>Nil</li> </ul>	<p><b>Key Selection Criteria</b> <b>MANDATORY</b></p> <ol style="list-style-type: none"> <li>Eligibility for a Commission's Children Suitability Notice/Blue Card<sup>1</sup> and satisfactory DSQ criminal history check</li> <li>Acceptable prior sport and recreation experience OR academic qualifications in sport and recreation OR relevant Industry-accreditation (e.g. Fitness Trainer/Leader)</li> </ol> <p><b>HIGHLY DESIRABLE</b></p> <ol style="list-style-type: none"> <li>Demonstrated experience in developing and delivery of child-oriented sport/physical development programs</li> <li>Demonstrated understanding of Indigenous and Torres Strait Island cultures and issues</li> <li>Effective interpersonal communication skills and ability to build rapport with Indigenous people and their community organisations</li> <li>Understanding of the sport and recreation sector including knowledge of the role of the Department of Sport and its funding programs</li> <li>Demonstrated self-starter, with the ability to work autonomously, self-organise and prioritise tasks to achieve results</li> <li>Demonstrated understanding of contemporary Workplace Health and Safety practices and the ability to implement risk management policies and procedures in a sport and/or recreational setting</li> <li>First Aid Level 1 and/or CPR</li> <li>Introductory to Intermediate computer skills (<i>MS Office suite</i>)</li> </ol>
<p><b>Remuneration Package Details:</b> Wage from \$33,592.00 to \$49,400 depending on experience, skills and qualifications Plus –</p> <ul style="list-style-type: none"> <li>Employer Superannuation (9%)</li> <li>Annual Leave Loading (17.5%)</li> </ul> <p><b>Fortnightly Spread of Hours –</b> 76 hours/week between 0600 – 2100, Monday – Sunday <i>PLUS</i> Reasonable additional hours</p>	<p><b>Other Benefits –</b></p> <ul style="list-style-type: none"> <li>Salary sacrifice upon satisfactory work performance</li> </ul>

<p><b>Position Dimensions:</b> Staffing: Nil Total Staff Supervised: Nil<sup>2</sup></p>	<p><b>Budget Responsibilities / Delegations:</b></p> <ul style="list-style-type: none"> <li>Expenditure (Operating &amp; Capital): Nil</li> <li>Total: \$Nil</li> </ul>	<p><b>Verification:</b> I certify that the content of this Position Description is accurate: Position Holder: / / State Human Resources &amp; Volunteer Services Manager 19 May 2011</p>
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<sup>1</sup>Obtainable by applying to Queensland Commission for Young Children, see <http://www.ccypcg.qld.gov.au/employment/>

<sup>2</sup> May supervise voluntary staff, as required.