



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

INSTRUCTOR

Position Objective: The primary responsibility of the Instructor is to develop and deliver activity programs to PCYC clients and ensure a professional standard of supervision, training and service is maintained at all times. The 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: Instructor (Cheerleading)	Unit / Branch / Division: Beenleigh PCYC	Type of Employment: Casual 3 hours per week to be worked from 3.30pm - 6.30pm on Thursday afternoons	Remuneration Package Details: \$27.69/hr gross	Roles Reporting To This One: Assistant Instructor(s)
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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 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 ▪ 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"> ▪ Develop activity/training programs and prepare associated documentation ▪ 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 <p><u>Staff Supervision</u></p> <ul style="list-style-type: none"> ▪ Supervise and mentor Trainees and Assistant Instructors ▪ Train subordinate staff in safe delivery of programs and ensure a safe workplace for clients 	<p><u>Program Delivery</u></p> <ul style="list-style-type: none"> ▪ Activities and programs are delivered to participants in a safe manner ▪ Assessments are conducted and programs tailored to meet the fitness levels of the clients ▪ Program area is cleaned ▪ 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 developed which meet the needs of the participants and industry and Company requirements ▪ A marketing/promotional plan is developed and turnover is within agreed limits, new participants are attracted to the program and programs reviewed, as necessary ▪ Feedback is recorded on individuals and programs <p><u>Staff Supervision</u></p> <ul style="list-style-type: none"> ▪ Supervision of staff (Trainees and Assistant Instructors) complies with Association employment practices and the Code of Conduct
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 Branch Manager and Management Committee. 	<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 Manager 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 Branch Manager 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 Manager 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 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"> ▪ Branch members, Business/QPS/Government representative on matters of interest/business 	
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. Has more than (2) two years continuous instructional experience in the area of instruction 3. Holds a Certificate 3 or 4 in Fitness or equivalent AQF qualification in a relevant practice area 4. Group level accreditation with relevant Industry body and at least (3) three year's continuous membership 5. Hold a current Senior First Aid & CPR certificate HIGHLY DESIRABLE <ol style="list-style-type: none"> 6. Demonstrated experience working with Children, Young Adults, Special needs and 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 QPCYWA Collective Agreement 2009-2014	HR Review / Approval Date: January 2012
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¹Obtainable by applying to Queensland Commission for Young Children, see <http://www.ccyqpcg.qld.gov.au/employment/>