



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

PROGRAM COORDINATOR

Position Objective: The primary responsibility of the Program Coordinator is to research, prepare, develop, implement and evaluate a range of activities and programs that meet the needs of the Napranum areas. Responsible for building effective networks and developing partnerships, the Program Coordinator will partner with community organisations to achieve good outcomes for the local community and improved youth development.

The Program also supports the Branch Manager in daily (service delivery/operational management) of the Branch, its staff and volunteers, and various activities. This role is also required to supervisor youth development.

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, staff supervision and customer service

Position Title: <p style="text-align: center;">Program Coordinator</p> <p style="text-align: center;">Fixed Term to 31 December 2012</p>	Unit / Branch / Division: CAPE PCYC (Napranum)	Type of Employment: Fixed Term to 31 December 2012 38 hours per week to be worked Monday to Saturday between 6am and 9pm. Regular travel and weekend work is required	Remuneration Package Details: \$30 gross per hour Salary packaging upon satisfactory work performance	Roles Reporting To This One: Not applicable
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Key Accountabilities		
Critical Success Factors	Major Activities	Performance Result
Job Competency	<p>Youth and Development Programs</p> <ul style="list-style-type: none"> ▪ Develop, promote, implement and evaluate community programs to engage local participants ▪ Deliver programs that respond to local needs and increase access to Branch resources by local Napranum persons ▪ Provide appropriate and timely referrals for program participants to relevant community organisations ▪ Improve relationship networks between Napranum persons and other community organisations through community projects and partnerships ▪ Provide information about community services and resources available to the Napranum people and their families ▪ Identify suitable paid/volunteer staff to become involved in the delivery of activities/programs <p>Program Management</p> <ul style="list-style-type: none"> ▪ Provide feedback in relation to programs and individuals of the State Youth Programs Team ▪ Undertake community scans to determine Youth and Community Development needs and liaise with the Grants Unit to prepare applicable grant applications ▪ Provide monthly reports on the program, activities ▪ Manage the program budget provide reports on expenditure ▪ Effective team management 	<p>Youth and Development Programs</p> <ul style="list-style-type: none"> ▪ Activities and programs are developed and implemented and meet the needs of the target participants ▪ Programs are safe, creative and varied and activities suit the needs of target participants ▪ Programs and activities are evaluated and monitored ▪ Programs have adequate human resources to ensure they are effective ▪ Positive feedback and partnerships formed with other government and community groups delivering ▪ Participants are safe when participating in activities and programs <p>Program Management</p> <ul style="list-style-type: none"> ▪ Evidence of support, feedback and guidance given to the State Youth Programs Team ▪ Regularly source funding opportunities and complete and submit funding applications ▪ Programs and activities are evaluated and reported to the Branch Manager ▪ Ensure the program is within budget ▪ Supervision of staff (employees and volunteers) 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 multi-task, in a busy and demanding work environment ▪ Review and revise, as necessary, all existing programs ▪ Need to ensure accuracy in work performed ▪ Compliance with Association and Branch policies and practices ▪ Build effective networks with community organisations 		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"> ▪ Outside sporting groups/associations, Schools and Other community groups ▪ Local Businesses, Funding Organisations and Queensland Police Service (incl. Police Liaison Officers)
Key Selection Criteria MANDATORY <ol style="list-style-type: none"> 1. Eligibility for a Children's Commission's Suitability Notice/Blue Card¹ 2. Diploma of Youth Worker or relevant industry qualifications 3. At least 3 years of expertise and experience in community related programs 4. Hold or eligibility to hold a current LR Driver's Licence HIGHLY DESIRABLE <ol style="list-style-type: none"> 5. Ability to effectively supervise and develop staff, including volunteers 6. Excellent interpersonal skills for working with people of all ages and physical attributes 7. Well developed and demonstrated proactive communication and relationship building skills with young people from diverse backgrounds 8. Intermediate knowledge of Microsoft <i>Office</i> programs 9. Demonstrated experience in understanding and working with budgets 10. Holds a current First Aid and CPR Certificate 		
The terms and conditions of this position are regulated by the QPCYWA Collective Agreement 2009-2014		HR Review / Approval Date: January 2012

¹Obtainable by applying to Queensland Commission for Young Children, see <http://www.ccywca.qld.gov.au/employment/>