



## ***Hawkesbury Community Outreach Services Inc. (HCOS)***

### **POSITION DESCRIPTION**

**Position:** Community Services Team Member

<b>Employment Status</b>	Permanent Part Time
<b>SCHCADS Level</b>	<b>Dependent on experience</b>
<b>Reporting To</b>	Community Services Co-ordinator

**Hours: Position 1: - 21 hours per week**

**Position 2: - 14 hours per week**

#### Service

Hawkesbury Community Outreach Services Inc. is located in Kurrajong within the beautiful grounds of McMahon's Park. The service focuses on the whole community. Our service works from a strength's base solution focus. See our website on <http://www.hcos.org.au/> for an overall service view. We are managed by a community based management committee.

#### Focus of Role

The focus of this role is to assist in the design, development, promotion and implementation of Social, Emotional, Resilience and Positive Behavioural programs to Parent/Caregivers, Youth and children. To plan and facilitate activities afterschool and during the school holiday periods; to provide support; information; referrals and case management for the children, youth and their families in the Hawkesbury LGA. Delivering parenting programs to parents of 0-8 and 12-18years.

## Core Requirements

KEY AREAS OF RESPONSIBILITY	COMPETENCY AND SKILL REQUIREMENTS	PERFORMANCE MEASURES
<i>Experience and Qualifications</i>	<ul style="list-style-type: none"> <li>• Minimum Diploma in Community, Youth Work, Social Work or related discipline</li> <li>• Minimum 2 years' experience working within the community with children, youth, families and vulnerable people.</li> <li>• Enhance knowledge and experience through ongoing professional development.</li> <li>• Is capable across the full range of competencies required at this level of work</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated professional understanding and capability</li> <li>• Working independently and in a team as well as collaboratively with partner organisations/services</li> <li>• Empathy and commitment to improve the quality of life for the community, children, youth and their families</li> </ul>

KEY AREAS OF RESPONSIBILITY	COMPETENCY AND SKILL REQUIREMENTS	PERFORMANCE MEASURES
<i>Leadership / Teamwork</i>	<ul style="list-style-type: none"> <li>• Ability to exercise initiative and judgement where practices and direction are not clearly defined.</li> <li>• Required to set priorities, plan and organise their own work in conjunction with teamwork plans and priorities</li> <li>• A high level of motivation and sustained discipline to provide a high level of support to other team members and staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Work within statutory requirements, funding contract requirements, NSW Department of Education requirements (whilst working in schools) and with HCOS early childhood programs. Adhere to HCOS policies and procedures.</li> <li>• Achieved planned goals and timelines</li> <li>• Show flexibility where necessary to ensure the team at HCOS is working towards the same goals in a collaborative manner.</li> </ul>

KEY AREAS OF RESPONSIBILITY	COMPETENCY AND SKILL REQUIREMENTS	PERFORMANCE MEASURES
<p><i>Interpersonal skills / communication</i></p>	<ul style="list-style-type: none"> <li>• Ability to gain the cooperation of children, youth, families, staff of schools, other services, and organisations</li> <li>• Capability to appropriately deal with correspondence, reports, case notes, enquiries from professional groups and services external to Hawkesbury Community Outreach Services Inc., (HCOS)</li> <li>• Capacity to present service participants issues at network meetings and forums in a positive and respectful manner</li> <li>• Capacity to assist others to resolve conflict, to deal with crisis issues and situations, using positive engaging techniques Ability to maintain a network of contacts for the benefit of HCOS.</li> <li>• Effectively collaborate across Hawkesbury and HCOS services also across the community sector in the Hawkesbury LGA</li> <li>• Ability to prepare and present reports to a high standard.</li> </ul>	<ul style="list-style-type: none"> <li>• Conducive relationships with service users, school staff and other partners, services, organisations and networks</li> <li>• Provide a professional service to other staff and managers of other services/organisations/partners and the general public regarding their inquiries whether by mail, email or face to face.</li> <li>• Communicates effectively and respectfully engaging people positively about the work of HCOS.</li> <li>• Deal with crisis or conflict in a constructive, calm, respectful manner.</li> <li>• When outside skills area, ensure issue is dealt with by more experienced persons</li> <li>• Develop and maintain a network of contacts for easy access to services needed by HCOS.</li> <li>• Accurate case notes and reports to the coordinator.</li> </ul>

KEY AREAS OF RESPONSIBILITY	COMPETENCY AND SKILL REQUIREMENTS	PERFORMANCE MEASURES
<p><i>Duties</i></p>	<ul style="list-style-type: none"> <li>• To provide services to child, youth, families and community across the LGA of Hawkesbury</li> <li>• To provide programs to people within schools and partner organisations in relation to many social and lifestyle issues that may negatively affect their personal development and social inclusion in their community and to provide information, support and referrals for youth and their families</li> <li>• Responsible to assist in the administration /development/delivery and evaluation of Child, Youth, Community based programs related to reducing problematic health and social outcomes and focusing on reducing these 'risk' factors and increasing 'protective' factors</li> <li>• Accountable to Department of Communities and Justice Performance Monitoring Frameworks due to this service being a major stakeholder in the funding of Hawkesbury Community Outreach Services Inc. Community Services</li> <li>• Ability to assist in establishing organisation events, programs and procedures</li> <li>• The capability to assist the team with the development and maintenance of community resource networks, by working collaboratively with key stakeholders.</li> <li>• To provide case management as part of Targeted Early Intervention Program delivery requirement</li> <li>• Ability to participate in the production of yearly work plans and to work as part of the team in working to a budget</li> <li>• Qualified or willing to learn Drumming Facilitator</li> </ul>	<ul style="list-style-type: none"> <li>• Keep Coordinator updated regularly on program/case load status.</li> <li>• Feedback from schools, participants and community on outcomes achieved</li> <li>• Achievement of DCJ required Service Delivery/Service Specification outcome goals, accurate recording of outcomes and timely reporting of data into the DEX reporting program</li> <li>• Current, updated programs and procedures</li> <li>• Active collaborative networks and partnerships</li> <li>• Use of reflective practice, exit forms and client evaluations.</li> <li>• Team work plan current and budget on target</li> <li>• Current up to date Drumming Facilitator accreditation or willing to obtain it.</li> </ul>

<b>KEY AREAS OF RESPONSIBILITY</b>	<b>COMPETENCY AND SKILL REQUIREMENTS</b>	<b>PERFORMANCE MEASURES</b>
<b><i>Continuous Improvement / Quality</i></b>	<ul style="list-style-type: none"> <li>• Ability to recommend changes to quality procedures and standards that impact across work areas</li> <li>• Ability to identify opportunities for improvement.</li> <li>• Ability to provide advice about areas of work based on experience and knowledge of complex issues</li> </ul>	<ul style="list-style-type: none"> <li>• Recommendations of changes to improve HCOS systems and processes</li> <li>• Resolve problems based on professional knowledge and experience and seek external assistance as needed</li> </ul>
<b><i>Practices / Safety / Standards</i></b>	<ul style="list-style-type: none"> <li>• Ability to understand and adhere to relevant organisational and industry standards, regulations and policies</li> <li>• Adopt a professional approach to practice</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure compliance to WH&amp;S, Child Protection and Privacy Legislation; adhere to relevant standards, policies and procedures of HCOS including the code of conduct, code of ethics and all relevant government legislation, regulations.</li> <li>• Current Working with Children clearance</li> <li>• Current National Criminal Record clearance</li> <li>• Current First Aid Certificate</li> <li>• Sound knowledge of statutory requirements relevant to industry and keep updated</li> </ul>

<b>KEY AREAS OF RESPONSIBILITY</b>	<b>COMPETENCY AND SKILL REQUIREMENTS</b>	<b>PERFORMANCE MEASURES</b>
<b><i>Community Engagement /Communication</i></b>	<ul style="list-style-type: none"> <li>• Ability to research relevant information to meet youth needs</li> <li>• Ability to represent HCOS Community Services team at Network meetings, forums and Partnership meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Up to date with the current needs in the Hawkesbury District</li> <li>• Actively attending collaborative networks and partnerships</li> </ul>
<b><i>Administration /General Office</i></b>	<ul style="list-style-type: none"> <li>• Ability to carry out general administrative duties, correspondence, calendar entries, case notes, recording of outcomes, recording data.</li> <li>• Able to operate Microsoft programs, use email and internet</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate, up-to date and</li> <li>• timely completion</li> </ul>

And any other duties determined by the Management Committee and Manger of the service.

## Decision Making Authority

You are responsible for your specific area of work fulfilling your duties with the same work of funding body and legislative requirement and Hawkesbury Community Outreach Service Inc. You are directly responsible to the Community Services Coordinator, HCOS Manager and Management Committee.

## Additional Information

### Selection Criteria - Essential

- Minimum Diploma in Community, Youth Work, Social Work, or related discipline
- Demonstrated experience in delivering development programs
- 2 years Case Management experience
- Ability to communicate effectively with children, youth and adults
- Experience dealing with challenging behaviours/situations
- Ability to work independently and in a team as well as collaboratively with partner organisations/services
- Empathy and commitment to improve the quality of life for youth and their families
- Current drivers licence and own car with willingness to use for work purposes
- Current Working with Children clearance prior to commencement
- Current National Criminal Record clearance prior to commencement
- Mandatory Covid Double Vaccination Certificate or Medical Exemption Certificate

### Desirable Criteria

- Degree in either Community, Youth Work, Social Work, or relevant discipline
- Knowledge of statutory requirement relevant to the NSW Department of Education
- Previous experience of working with children, youth within schools
- Knowledge of child, youth and family issues within the Hawkesbury
- Current First Aid Certificate or willing to obtain one prior to commencement
- Sound knowledge of statutory requirements relevant to the industry
- Drum Program Facilitator Qualification or willingness to obtain

Name:	Name:
	Title: Manager:
Signature:	Signature:
Date:	Date:

