



<b>INHERENT REQUIREMENT MATRIX</b>	
<b>Role</b>	<b>Child and Youth Community Wellbeing Hub Worker</b>

<b>Frequency Scale</b>	N = Not required R = Rarely (5%, once weekly to 3 min/ hr) I = Intermittently (6-12%, 1 x every 2.5 hours) O = Occasional (13-33%, 1 x every 30 minutes) F = Frequent (34-66% 1 x every 2 minutes) C = Constant (67-100% 1 x every 15 seconds)						
<b>Critical Physical Demands</b>	<b>N</b>	<b>R</b>	<b>I</b>	<b>O</b>	<b>F</b>	<b>C</b>	<b>Comments</b>
<b>Body Posture</b>							
Standing						●	Constant requirement to stand whilst setting up activities and supervising clients.
Sitting			●				Intermittent sitting required during the day for driving vehicles.
Forward Reaching					●		Frequent reaching forward required for tasks such as; driving vehicles, reaching for equipment, setting up activities and cleaning duties.
Neck Flexion / extension / rotation					●		Frequent neck movements required whilst completing all tasks.
Reaching above shoulder height			●				Intermittent requirement to reach above shoulder height when accessing equipment from the shed, reaching for items in the kitchen and when opening closing the garage door.
Stooping & bending forward from standing position					●		Frequent bending forward / stooping required whilst performing the following: <ul style="list-style-type: none"> <li>• Picking up items from the ground</li> <li>• Moving equipment</li> <li>• Obtaining items from storage boxes, cupboards and cabinets at ground level</li> <li>• Cleaning and tidying</li> <li>• Food preparation at low benches.</li> </ul>
Kneeling / squatting				●			Occasional kneeling / squatting required when opening and closing trampoline as well obtaining equipment and items from ground level.
Trunk rotation					●		Frequent trunk rotation required whilst completing all listed tasks.



Critical Physical Demands	N	R	I	O	F	C	Comments
<b>Mobility</b>							
Climbing step / platform			●				Intermittent climbing required when carrying equipment between office and hub area and when entering/exiting bus.
Walking						●	Constant requirement to walk whilst completing all listed tasks. Predominately outdoor surfaces however, inside surfaces is also required.
Walking over uneven surfaces					●		Frequent requirement to walk on uneven surfaces when outdoors.
Ladder climbing			●				Intermittent required to climb up and down ladder to access playhouse.
Unilateral lifting					●		Frequent lifting of all equipment using one upper limb.
Bilateral carrying					●		Frequent requirement to lift and carry items using both upper limbs.
Lifting with weight away from body <10kg				●			Occasional requirement to lift <10kg away from body when gathering items/equipment from storage areas and setting up activities.
Lifting with weight away from body >10kg			●				Intermittent requirement to lift >10kg away from the body to obtain equipment items from shelving in the shed and when lifting chain net off trampoline.
Lowering a vertical distance >25cm from waist to floor					●		Frequent requirement to lower items from waist to floor when placing items on the ground, lower cupboards and in storage boxes.
Lifting a vertical distance > 25cm from waist to shoulder height			●				Intermittent requirement to lift to a vertical distance >25cm from waist to shoulder height when placing equipment on higher shelves in the shed and in kitchen cupboards.
Lifting 0kg - 4.5kg					●		Frequent lifting of items weighing 0-4.5kg. This extends to equipment and kitchen items.
Lifting 4.5kg - 9kg				●			Occasional requirement to lift objects weighing between 4.5kg - 9kg such as furniture and equipment.



Lifting 9kg - 22kg			●				Intermittent requirement to lift items of equipment in the shed up to 22 kg.
Lifting 22kg - 45kg		●					Rare lifting of foosball table and trestle table weighing between 22kg-45kg (two person lift required).
Lifting 45kg+		●					Lifting and carrying dance mat (weighing 45kg+) for clients to perform activities on (three person lift required).
Handling unstable objects	●						Handling unstable objects is not required.
Carrying					●		Frequent carrying required for all listed equipment and items.
Pushing / pulling				●			Occasional requirement to push and pull items such as: <ul style="list-style-type: none"> <li>• Transporting trolleys of groceries and equipment.</li> <li>• Pushing / pulling the wheelie bin.</li> <li>• Vacuuming, mopping and sweeping.</li> <li>• Dragging various items (e.g. equipment, tree branches and poles).</li> <li>• Opening and closing garage door and glass sliding door.</li> </ul>
Sustained/repetitive hand grip					●		Frequent requirement for sustained hand grip whilst completing majority of tasks outlined.
Tool use		●					Rare use of leaf blower required.
Exposure to vibration	●						Exposure to vibration is not required.



### Critical Psychological Demands of Job

Demand Scale	
<b>Very Low</b>	0-5% of total work time (total of once per week to 3 min. in the hour)
<b>Low</b>	6-12% of total work time (total of 4-7 minutes in the hour)
<b>Medium</b>	13-33% of total work time (total of 8-20 min. in the hour)
<b>High</b>	34-66% of total work time (total of 20-40 min. in the hour)
<b>Very High</b>	67-100% of total work time (total of 40-60 min. in the hour)

Type of Psychological demand	Demand Level
<b>Cognitive</b>	
<p><i>Verbal – Oral communication</i></p> <p>There is a very high level of communication needed in interaction with internal and external stakeholders, including young people and their families, and other staff. Interaction requires clear, assertive and persuasive communication skills, and communication of ideas in often-challenging situations.</p>	Very High
<p><i>Verbal – Reading Literacy</i></p> <p>There is regular review of written information including daily progress notes, text messages and complex reports and documentation including incident reports. Assistance with reading and interpreting documents on behalf of parents with low literacy skills is occasionally required.</p>	Medium
<p><i>Verbal – Writing Literacy</i></p> <p>Correspondence and reports require a reasonable standard of professionalism and literacy. Daily progress notes and regular, frequent text message communication is required. Reporting to Police and Child Protection as required, however support is provided in making these reports.</p>	Low
<p><i>Numerical Skills</i></p> <p>Basic numeracy skills are occasionally needed, including calculations requiring basic addition and subtraction, multiplication and division. Counting of attendees in programs is required twice daily. Adherence to budgets is required however tools such as calculators and Excel sheets can be utilised.</p>	Very Low



<p><i>Critical Reasoning</i></p> <p>Regular monitoring of situations and young people during interactions is necessary. Regular intervention during escalating situations is required e.g. between young people with behavioural issues. Near-constant complex analysis and problem-solving of situations is required with appropriate steps taken e.g. distracting young people or taking disciplinary steps, depending on the behaviour and context.</p>	Very High
<p><i>Mechanical Reasoning</i></p> <p>Minimal requirement to use office-type equipment including computer, calculator, phone and printer. Support is available if problems in equipment arise.</p>	Very Low
<p><i>Spatial Reasoning</i></p> <p>Very limited skills in visually imagining manipulation of objects is required e.g. when assessing spaces for games and activities based on attendee numbers.</p>	Very Low
<p><i>Quick Thinking</i></p> <p>The ability to quickly process information from multiple sources to use to make judgements is vital to the safety of others and effective operation of the service. It is important that decisions are made using contextual information e.g. the child's individual situation.</p>	Very High
<p><i>Active Listening</i></p> <p>To maintain effective relationships with young people and their families, and other staff, it is vital that active listening is utilised. Demonstrating empathy is important.</p>	Very High
<p><i>Attentiveness – Concentration</i></p> <p>While weekly/daily programs are often set, there is an element of concentration required to implement activities during non-routine periods.</p>	Low
<p><i>Attentiveness – Precision and Accuracy</i></p> <p>Precision and accuracy is not a significant component of the role, though progress notes and communication with team members requires effective documentation of situations.</p>	Very Low
<p><i>Switching Between Tasks</i></p> <p>Daily and weekly programs are usually set, and low levels of task switching is required during shifts.</p>	Very Low
<p><i>Memory</i></p> <p>Short and long-term memory is regularly required, to develop appropriate responses to issues considering complex background information.</p>	High
<p><i>Decision Making/Judgement</i></p> <p>Low level decision making is required. Whilst the role does involve complex problem solving, there is usually support and collaboration available for higher-level judgement tasks.</p>	Low



<b>Psychosocial</b>	
<p><i>Job Control and Autonomy</i></p> <p>Some opportunities for creativity are available, though generally work programs are set and there is limited opportunity for when and how tasks are performed.</p>	Very Low
<p><i>Time Pressures (including deadlines)</i></p> <p>Work is seldom time pressured. Programs are completed for set durations, however there is minimal pressure to meet deadlines.</p>	Very Low
<p><i>Working Long hours/ Shift Work (potential for fatigue)</i></p> <p>Employees are assigned set shifts and are not expected to work overtime.</p>	Very Low
<p><i>Degree of supervision</i></p> <p>Work is always conducted in teams, and access to colleagues and supervisor is always available (though supervisor is sometimes at a different location). Additional clinical supervision is also provided.</p>	Medium
<p><i>Contact with colleagues</i></p> <p>The job involves frequent co-operative work within teams of three. Extensive collaboration, debriefing and cooperative problem-solving is required.</p>	Very High
<p><i>Contact with consumers/customers</i></p> <p>The job involves extensive contact with clients and other stakeholders.</p>	Very High
<p><i>Relationship Building</i></p> <p>Building relationships with young people and their families is critical to this role. High levels of rapport building, and sensitivity is required on a regular basis.</p>	High
<p><i>Cooperation with others/Team work</i></p> <p>As work is conducted in teams of three, regular collaboration and cooperation with others is required to maintain effective operations.</p>	High
<p><i>Managing Others</i></p> <p>Nil management of others is required within this role.</p>	Very Low
<p><i>Level of Scrutiny and Accountability from Others</i></p> <p>There is scrutiny of work, but accountability is shared through the direct manager. Reporting on daily activities is required.</p>	Medium
<p><i>Skill variety</i></p> <p>The role requires a moderate level of differing skills and talents.</p>	Medium
<b>Emotional</b>	



<i>Sensitivity and Empathy towards the Others</i> Client and community issues require very high levels of sensitivity and empathy. This is a significant requirement of the role.	Very High
<i>Exposure to emotional situations: Life and death pressures</i> There is some occasional requirement to respond to clients or clients' families reporting suicidal thoughts/plans or completions, or other deaths. When such events occur, the impacts can permeate all shifts and environments.	Medium
<i>Exposure to emotional situations: Difficult and challenging behaviour</i> Could be exposed to abusive language from clients/ parents or threats, and challenging behaviour in young people. Emotional support is available.	Medium
<i>Exposure to confrontational situations</i> Could be occasionally exposed to reasonably high levels of anger from clients/family members.	Low
<i>Self-control and regulation of emotions</i> Role modelling respectful behaviour in all work-related situations is an important part of the role.	Very High
<b>Environmental</b>	
<i>Exposure to High Risk regarding Safety (general)</i> Occasional exposure to risk however precautions are exercised, such as when picking up syringes in the yard (and using gloves).	Very Low
<i>Exposure to unclean environments</i> Work with young people with low levels of hygiene is often a part of the role.	High
<i>Physical proximity to others</i> Work sometimes involves physical contact with children.	Low
<i>Noise</i> Working with frequent low-to-medium level of background noise with periods of loud noise is required.	Very High
<i>Remote or isolated work</i> Working in a remote location is not required. All work is completed within normal work location.	Very Low
<i>Driving</i> Occasional driving of a 12-seater school bus is required a few times per year but otherwise, no driving is required.	Very Low