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| <b>POSITION TITLE:</b> | Child Youth Wellbeing Hub Worker – Casual | <b>CLASSIFICATION:</b> | Band 4                |
| <b>REPORTS TO:</b>     | Middle Years Team Leader                  | <b>DIRECTORATE</b>     | Community & wellbeing |
| <b>DEPARTMENT:</b>     | Middle Years and Youth Services           | <b>TEAM:</b>           | Middle Years          |

## OUR STRATEGIC CONTEXT

**PURPOSE**

Our organisation is accountable, sustainable, and delivering effective services to our community.

**VISION**

Our community is a safe, inclusive, and creative city that celebrates and embraces its vibrancy of cultures.

**VALUES**

Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

**COUNCIL PLAN**

A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

## HOW YOUR ROLE CONTRIBUTES

The Prahran Child and Youth Community Wellbeing Hub builds positive outcomes for children and young people in a local place based and family focussed context. Specifically, the service delivers recreational and therapeutic programs for children, young people and families residing in Stonnington, with a focus on those living in public and social housing.

The Child Youth Wellbeing Hub Worker supervises a broad range of recreational, creative and engagement activities which are responsive to the specific needs and positive development of children and young people aged 5 to 12 years in after school programs and during the school holidays. This is a varied and diverse role which involves direct engagement, program delivery and administrative task-based responsibilities which ensure smooth delivery of The Hub's daily operations.

This role requires after school and Saturday availability.

| RESPONSIBILITIES   | KEY OUTCOMES   |
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| <b>Provide Child Safe &amp; Engaging Environment</b>                   | <ul style="list-style-type: none"> <li>Children and young people participate in a diverse range of recreational, creative, and engaging activities that support their development and wellbeing.</li> <li>Children experience programs that promote safe risk-taking, creativity, social connection, and positive peer relationships.</li> <li>The Hub environment remains safe, clean, and well-maintained, with first aid needs responded to promptly and appropriately, ensuring the wellbeing of all participants.</li> </ul>  |
| <b>Utilise evidence-based practices to support positive engagement</b> | <ul style="list-style-type: none"> <li>Children and young people experience improved behaviour, conflict-resolution skills, and personal growth through consistently applied, collaboratively developed strategies that respond to their individual needs.</li> <li>Expectations for behaviour are clear, effective, and consistently reinforced, resulting in a safe, predictable environment supported by ongoing review with the Team Leader and Hub staff.</li> <li>Families and children are better connected to appropriate services and supports, increasing access to resources that enhance wellbeing and community participation.</li> </ul> |

**Record Keeping,  
communication and  
Administrative Tasks**

- Program delivery and safeguarding practices are supported through accurate and timely documentation, ensuring reliable attendance data, effective case notes documented, and comprehensive incident and permission records.
- Team consistency and service quality are strengthened through active participation in staff meetings and ongoing training, contributing to continuous improvement and shared professional practice.
- Daily operations of the Hub run smoothly and efficiently, with administrative tasks completed as needed to maintain a well-organised, responsive, and child-safe environment.

**KEY WORKING RELATIONSHIPS**


Direct reports: NA

Internal:

External:

**REQUIRED EXPERIENCE, SKILLS AND COMPETENCIES**
**Accountability and  
extent of authority**

- Works under general supervision, following established procedures, guidelines, and policies to complete tasks and maintain compliance with organisational standards.
- Some roles may involve oversight or supervision of lower-level staff, volunteers, or contractors, but the level of authority for decision-making is typically restricted to the immediate scope of duties.
- Any significant decisions or those that deviate from established policies or procedures may require approval from a supervisor or manager
- Work is carried out within clearly defined guidelines and under general supervision, with limited autonomy constrained by established standards, procedures, the position description, and the scope of tasks assigned to the role as required
- May be required to provide reports or updates on work progress, but reporting structures are typically well-defined, with oversight provided by senior staff
- Decisions and actions taken at this level typically impact a specific work group or function, with effects generally confined to a localized area of responsibility

**Judgement and  
decision making**

- These positions require the application of personal judgment in carrying out specialised tasks, with work typically guided by well-understood and clearly documented procedures
- Ability to select and apply appropriate techniques, systems, equipment, methods, or processes from a defined range of options to achieve desired outcomes
- The work is clearly defined, with procedures that are well-understood and thoroughly documented. Tasks involve selecting from a limited range of established techniques, systems, equipment, methods, or processes within a set of recurring work situations

**Specialised knowledge  
and skills**

- Demonstrated skills in working with and engaging children, young people and families, in particular those from non-English speaking and low socioeconomic backgrounds using trauma informed frameworks
- Ability to support children and families utilising Trauma Informed Practice and a Strength based lens .

**Management Skills**

- Demonstrated ability to plan, manage and organise work, within set timelines and in an environment of change and conflicting demands.
- Ability to meet agreed performance objectives and standards.
- Ability to solve problems through discussion and teamwork

**Interpersonal skills**

- High-level customer service, communication and interpersonal skills, with the ability to gain cooperation and assistance from a variety of stakeholders regarding information needs
- Ability to maintain confidential information.
- Ability to work effectively in a team environment.
- Written communication skills to enable the preparation of routine correspondence and reports.
- Flexibility to accommodate changing priorities.

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|                               | <ul style="list-style-type: none"> <li>Ability to deal with difficult customers and to resolve problems</li> </ul>   |
| Qualifications and Experience | <ul style="list-style-type: none"> <li>A certificate/degree or diploma in Youth Work, Social Work, Community Services, Psychology, Education, Sport Recreation, Outdoor Education or relevant qualification is preferred, though lesser formal qualifications or evidence you are working towards a relevant qualification may be acceptable with equivalent work experience.</li> <li>Demonstrated skills in working with and engaging children, young people and families, in particular those from non-English speaking and low socioeconomic backgrounds using trauma informed frameworks</li> <li>Experience working at Adventure Playgrounds, youth services and/or integrated service environments; and ability to work in a fast paced and busy environment and respond to critical incidents.</li> <li>Demonstrated ability to manage challenging behaviours from children and young people and respond in a trauma informed approach.</li> <li>Passion for collaboration and demonstrated ability to work in a team environment and positively contribute to the development of the team</li> <li>Demonstrated work experience working with children, young people and families that showcases applicable skills and knowledge in community development, program and activity planning and delivery.</li> <li>Must possess a current [Working with Children Check/Valid Police Check] or be willing to obtain both prior to commencing employment</li> <li>This role requires update their police check as necessary, and maintain a current Working with Children Check to ensure compliance with organisational policies and safeguarding standards.</li> <li><b>Licensing and Background Checks:</b> Ability to complete a satisfactory police check, and a current Working with Children Check (WWC).</li> </ul> |

#### Capability Framework: Level 1 Accomplished

Capabilities are the essential skills and behaviors needed for effective role fulfillment, represented as observable actions

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| Project Management | Develop essential skills in effective planning, coordination, and control. Responsibilities include tracking tasks to ensure deadlines are met, understanding team objectives, managing time efficiently, and providing valuable feedback for continuous improvement, all contributing to the overall success of the project.            |
| Change             | Creating Path Through Change" by advocating for continuous improvement and contributing new ideas to enhance processes. You will embrace innovative approaches and utilize data to identify opportunities for enhancing work systems, ultimately benefiting both our business and community.   |
| Communication      | Effectively communicate with clarity and respect, actively listen and engage with others, adapt language and non-verbal cues as needed, prepare well-structured written materials, and contribute regularly to team discussions and community engagement.  |
| Good governance    | Utilise technologies and data to enhance efficiency while ensuring compliance with information security and organisational policies. Support process improvements and help colleagues understand relevant guidelines and procedures.   |
| Achievement        | You will deliver customer and community-focused services aligned with strategic objectives. You will seek diverse perspectives, build internal and external networks, and complete tasks on time under guidance. Contributing to resource allocation and team goals, your work will prioritize the needs of customers and the community. |
| Leadership Impact  | You will contribute to a culture of continuous improvement by embracing feedback and supporting your colleagues. You will help ensure that everyone understands how their roles align with our goals and participate in recognising high-quality work while promoting the value of diversity within Stonnington.                         |

#### WHAT WE ARE ALL RESPONSIBLE FOR

**Workplace Health, Safety and Wellbeing:** We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.



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| <b>Diversity, Equity, and Inclusion:</b>       | We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.             |
| <b>Code of Conduct:</b>                        | We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.                           |
| <b>Service Promises:</b>                       | We Empathise   We are Responsive   We are Transparent   We are Consistent   We Follow Through  |
| <b>Safeguarding Children and Young People:</b> | We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers, and Councillors have a legal and moral obligation to keep children safe and promote their best interests. |
| <b>Sustainability:</b>                         | We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.   |

Review date: Jan 2026