

Position Description



Overview of The Federation of Western Australian Police and Community Youth Centres (PCYC)

Police and Community Youth Centres (PCYC) is a not-for-profit organisation that creates opportunities for young people in the community through the delivery of recreational and educational activities and programs. PCYC operates in excess of 50 community and Blue Light centres throughout metropolitan and regional Western Australia, as well as two camp facilities.

By offering alternative educational and recreational pathways in a safe, comfortable environment PCYC assists young people in gaining valuable life skills and experience. As well as providing the potential for further education and training, our programs encourage self-confidence, leadership development and teamwork.

“In partnership with community and government, provide opportunities to engage and develop young people in order to reduce offences against or by them through implementation of quality and relevant youth services.”

Position Objective – Human Resources Coordinator

Position Objective: The HR Coordinator is responsible for the ongoing oversight and review of HR strategies and functions within the organisation. This position provides timely and accurate advice on a range of HR issues or concerns from the CEO, management and operational staff. This generalist position manages and provides advice on IR issues, runs end-to-end targeted recruitment (of staff and volunteers), processes OHS and workers compensation claims, drafts and implements organisational policy, and leads special projects. The HR Coordinator will work to support PCYC business strategies and create key networks relevant to the position, while working to improve communication between, and support to, PCYC centres.

While a representative of the duties and responsibilities of the role, this Position Description does not imply that these 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: Facility and resource management, Staff supervision and development, Financial analysis, Program and project development

Position Title: Centre Supervisor	Centre / Division: Fremantle / Management	Employment Status: Full Time	Remuneration Package: Negotiated	Roles Reporting to this one: - Centre Staff - Volunteers
---	---	--	--	---

Key Accountabilities

Critical Success Factors	Major Activities	Performance Result
Job Competency	<ul style="list-style-type: none"> - Management of recruitment workflow for management positions or bulk recruitment rounds including advertising, creation of position descriptions, interviewing and inductions - Oversee and provide advice on employee recruitment, induction, performance management and termination - Review and implement policies and procedures to support the business - Review organisational employment standards - Audit and consult centres on Fair Work procedures, ensuring compliance with legislation - Analyse centre workforce arrangements; identifying, recommending and implementing changes - Research and implement training and development opportunities for staff and volunteers - Maintain central register and filing system for PCYC personnel - Regularly report to CEO and Council of Management on any issues, and provide an annual report and budget for department - Oversee OHS systems for PCYC - Other duties as required 	<ul style="list-style-type: none"> - Appropriately skilled staff appointed to PCYC positions as recruited by HR Coordinator - PCYC has uniformed approach to hiring of staff, IR issues, and work to a standard PCYC contract - Workforce structure and succession planning reviews performed and recommendations made - PCYC's liability through employment, and investigations by Fair Work ombudsman, limited - Training and development opportunities afforded to PCYC staff - Effective policies and procedures implemented to appropriately protect the organisation - Positive feedback in relation to consultation with centres, staff and management - Effective networks created as required
Customer Service & Client Management	<ul style="list-style-type: none"> - Maintain good working relationship with staff, patrons, customers and community representatives - Respond to enquiries from organisation staff and community representatives in an efficient and timely manner - Provision of competent and confidential administrative tasks 	<ul style="list-style-type: none"> - Customer satisfaction with services provided - Feedback received from clients / customers - Queries responded to in appropriate time length - Maintenance of privacy and confidentiality of commercial, personal and operating information
Teamwork	<ul style="list-style-type: none"> - Guide and support PCYC staff to deliver approved services and activities - Information provided to management to ensure informed decisions are made - Model Code of Conduct behaviours by working cooperatively and effectively with work colleagues - Effectively supervise staff and volunteers - Contribute to continuous improvement in centre operations 	<ul style="list-style-type: none"> - Feedback from colleagues - Support centre management by sharing information in timely and appropriate manner - Contribute positively to team and workplace effectiveness and harmony - Staff and team performance and feedback - Responds well to feedback on areas for improvement

Safe System of Work	<ul style="list-style-type: none"> - Understands and works to PCYC's Code of Conduct and OHS procedures - Works in safe manner and in compliance with approved, safe work practices - Implements and maintains safe work systems and workplace environment - Accepts personal responsibility for maintaining safe workplace and work practices - Compliance with Risk Management Procedures 	<ul style="list-style-type: none"> - Work is performed safely - Identifies hazards within the workplace - Actively participates in OHS discussions at staff meetings - Reports workplace occurrences, injuries and/or illnesses as required - Proactively resolves workplace OHS issues - Follows centre's risk management procedures
<p>Challenges:</p> <ul style="list-style-type: none"> - Need to work and consult with centres and staff to gain acceptance for centralisation of processes and systems - Need to ensure PCYC is well protected through implementation of priority policies and systems - Ability to appropriately support centres located remotely 	<p>Key Communications / Interactions:</p> <p>Internal</p> <ul style="list-style-type: none"> - Respond to Head Office and centre needs and concerns to ensure quality of service meets required standards <p>External</p> <ul style="list-style-type: none"> - Members, customers and clients on matters of interest/business - Community and government service providers 	
<p>Key Selection Criteria:</p> <p>HIGHLY DESIRABLE</p> <ol style="list-style-type: none"> 1) Qualifications in Human Resources, Business, or related field 2) Suitable experience in a generalist HR capacity (including IR, OHS & policy) 3) Well developed verbal communication and negotiation skills 4) Experience in end-to-end recruitment 5) Ability to self-manage own workload, and work both in a team and independently 6) Well developed written communication skills, and demonstrated experience in reviewing policy documents 7) Intermediate knowledge of Microsoft Office programs <p>This position requires eligibility to pass a Police Check and Working with Children Check</p> <p>This position requires a current drivers licence</p>		