



Total Workforce Services

**Applicant Information Package
for the opportunities of
Operations Coordinator
&
Client Services Coordinator
both are Part Time
28hrs per week**



**APPLICATIONS CLOSE:
COB (5pm) Monday 18th Nov 2019**

~ Previous applicants need not re-apply ~

Dear Applicant,

Thank you for your interest in the positions. This package contains the information you require to apply for the positions, including:

- Overview about the Employer
- Job Description for each role
- Selection Criteria

About the employer...

Our client The Women's Activities and Self Help (WASH) House is a community based information and resource centre for women that envisages a community in which women exercise equal rights, choose their own destiny and have a safe environment for themselves and their children. They work towards this by providing information, community development, counselling, support services and group work. The WASH House is a service run by women, for women.

The organisation has been established in the area for over 35 years as a support and resource centre for women. Over this time, the WASH House has grown and evolved to run a range of programs including Staying Home Leaving Violence, Counselling, , Community Engagement events, and Information Services.

Aim

The aim of the W.A.S.H. House is to reduce the impact of poverty, social disadvantage and violence on the lives of women and girls in Mt. Druitt and Blacktown. We do this through the provision of women-centered, quality, appropriate, timely, culturally sensitive and accessible services.

Vision

The WASH House envisages a community in which women exercise equal rights, choose their own destiny and have a safe environment for themselves and their children. We work towards this by providing information, community development, counseling, support services and group work. The WASH House is a service run by women, for women.

Values

The W.A.S.H. House believes in:

- The provision of high quality and timely services
- The provision of equitable, accessible, affordable and appropriate services
- Mutual respect and enhancing women's options and opportunities
- Collaboration with likeminded services to promote the wellbeing of women in our community
- The provision of culturally appropriate services that reflect the different needs of our clients
- The provision of services that are responsive to the needs of client and are holistic
- The right of women to determine the nature of assistance they seek from us, including the involvement of non-violent male partners in family programs
- The right of women and children to live in a safe environment free from/of violence and discrimination

Objectives

- To provide a drop-in advice and support service to women in crisis
- To provide an information, referral and advice service to the local community
- To provide education, counselling, support and group work to women and girls in the Mt. Druitt district
- To advocate on behalf of clients and issues affecting women in the Mt. Druitt district
- To undertake projects that develop the options and opportunities of the Mt. Druitt community
- To provide free services to women who access our centre and services
- To develop and maintain strong community links through establishing networks within the community
- To facilitate community participation in determining the activities and future directions of the Centre
- To ensure the Centre is managed in the interests of women and children in the Mt. Druitt district

CURRENT PROJECTS

- **Counselling**

Short term crisis counselling (10 sessions) available 5 days per week for a range of issues

- **Community Engagement**

Develops and supports a range of projects and initiatives to resource and strengthen the local community, including education and interagencies.

- **Staying Home Leaving Violence**

A casework and brokerage model enabling women (and their children) ending a violent relationship to remain in their own home. This project will assess safety needs, and improve social, health, economic and legal outcomes for families as well as promote accountability for offenders of violence.

- **Group work program**

We offer a variety of social, health, education and self-help groups at the centre, including Yoga, Tai Chi, Belly dancing, Art, Book Club, Parenting Programs, Craft, Sewing, Meditation and Self-Healing as well as workshops including self-defence and first aid.

Leave work each day feeling part of making a difference to the local community! Find out more about WASH:

www.washhouse.org.au

Some of the great benefits provided to employees...

- Salary Packaging – increase your take home pay
- Some above Award conditions
- Opportunities for multi skilling and up-skilling
- High level of diversity in role
- Excellent working environment

Salary Packaging...

This employer has been endorsed as a Public Benevolent Institute (PBI). As such, they can offer their employees access to salary packaging benefits. Salary packaging offers significant tax benefits which present an opportunity for you to increase your take home pay by allowing you to take part of your income as a tax-free benefit. Salary packaging is completely voluntary but if you choose to utilise this, it can decrease your taxable income and therefore tax paid, increasing the amount you take home each pay period.

About the Positions...

Both these positions form a crucial part of the WASH House leadership team, comprising Executive Officer, Client Services Coordinator and Operations Coordinator.

The leadership team will work collaboratively and present a united message to the staff regarding strategic objectives and vision for the organisation as well as aim to maintain a positive workplace culture.

Operations Coordinator...

This position provides day-to-day oversight and supervision of WASH House staff including Administration, Finance, Projects as well as the Group work program.

Key accountabilities will include:

- Oversight of administrative and quality assurance systems
- Leading organisational and service planning processes
- Program and policy development
- Planning, collaboration, and partnership development
- External representation for

Client Services Coordinator...

This position provides day-to-day oversight and supervision of three key WASH House programs:

- Staying Home Leaving Violence
- Specialist Casework, and
- Counselling

About the Programs...

The Staying Home Leaving Violence program is funded through and supports women and their children ending a violent relationship to remain in their home or a home of their choice. The project provides safety planning, counselling, advocacy, court support and case coordination, as well as security enhancements if required. The program currently has 4 part time staff.

The Counselling program is funded through NSW Family and Community Services (FACS), donations and small grants to provide free crisis counselling for women in the Mt Druitt area needing support to take control of problems in their lives. The program currently has 3 part time staff.

The Specialist Casework program is funded through NSW Family and Community Services (FACS).

Position Details...

	Operations Coordinator	Client Services Coordinator
Location:	Both roles are based at Mt Druitt	
Hours per week:	Both roles are each 28 hours per week in total	
Days per week:	There is flexibility for you to negotiate the days you would like to work according to your availability, however ideally this will include Thursday each week.	
Term:	Both roles are Permanent Part-Time	
Award Coverage:	Salary and conditions of employment for both roles will be as described in the NSW SCHADS Award.	
Salary:	Salary for each role will be at Level 6. The Pay point to be determined with successful applicant dependant on experience etc. Please click here for current Award pay rates.	
Travel:	Both roles are based at Mt Druitt location but works across the whole Blacktown LGA so some travel may be required from time to time for outreach, meeting clients and attending other meetings. When a pool car isn't available and personal car may need to be used.	
Responsible to:	Both roles report to the Executive Officer.	
Direct Reports:	Currently 3 roles in total report directly to this role (Administrator, Bookkeeper, Group Worker and Project Students)	

Probationary Period...

A six-month probationary period applies to all positions at this employer from the date of appointment. A probationary review will be conducted prior to conclusion of this period.

Child Related Employment...

These roles are classified as child related employment and as such, the successful applicant will be required to provide a copy of current clearance of a paid employment type NSW Working with Children (WWC) check (under the Child Protection (Working with Children) Act 2012). A copy of the letter you received from the Office of the Children's Guardian confirming your identity, your NSW WWC check number and expiry date is suitable.

If you don't currently hold a NSW WWC check, you do not need to gain this prior to applying for this job. Please accept this as advanced notice that should you progress through the recruitment process as far as to being offered the role, you would need to agree to apply for a check without delay as it can take up to 4 weeks to process. Fees involved are generally tax deductible.

However, if you currently hold a WWC check from another state or you hold a volunteer type NSW WWC, legislation does allow for you to start in the role assuming you apply to transfer to a new paid employment check within 3 months. So again, please note you do not need to gain this prior to applying for this job.

For more information, please visit the Office of the Children's Guardian website

<https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>

Recruitment process...

- Short listing of applicants for interview and notification is normally completed within a one to two-week period of the closing date for applications. Likewise, unsuccessful applications will be notified in this timeframe also
- You may be invited to initially participate in a brief telephone interview to discuss your application further and your suitability for the role
- It is standard practise to interview with a Selection Panel. This Panel is responsible for assessing applicants for the position based on the Selection Criteria. Selection panels are usually comprised of 2 or more members
- In the case of these roles specifically recruitment for both roles are being done concurrently because of the similar duties, selection criteria, pay classification and hours. For this reason, you can choose to apply for one or both of the positions advertised but there is will be only one application process. And should your application be successful in proceeding to interview, there would be only one interview even if you are being considered for both roles (at least in the first stage).

How to Apply...

To apply for this role please note the following:

- Applications will only be considered where the Applicant has submitted all documents as mentioned in the Application checklist below. To assist you, please utilise Attachment 1 and Attachment 2 following. You can either print and handwrite on these forms or type into them directly from your computer and then attach them to an email.
- If providing photocopies make sure they are clear / easy to read
- Your resume should outline your previous work history in chronological order starting from your most recent position, together with a brief description of the duties associated. It should also outline your education and training and a good guide is to keep it to 3-4 pages maximum.

Application Checklist...

When submitting your application please ensure you have enclosed the following:

- Employment Application Form (*attachment 1 following*)
- Response to Selection Criteria Form (*attachment 2 following*)
- Your resume (*including details of your employment & education history and 2 professional referees*)
- And a covering letter if you wish

When you have all these prepared, send it to the following email address:

jobs@totalworkforceservices.com.au

Important: Please ensure you submit a full application with all the items as mentioned above. Applications not including all the items above will be asked to resubmit their details before the closing date to enable the application to be considered by the Selection Panel.

Receipt of your application will be confirmed by email.

Still looking for more information?

If you have any questions or would like to talk a bit more about this job before applying, please feel free to call us on (02) 4555 4634 or email jobs@totalworkforceservices.com.au

Thank you for your expression of interest regarding this great opportunity.

Good Luck!

The Position Descriptions...

Operations Coordinator

Job Description

- Position Title:** Operations Coordinator
- Reports To:** Executive Officer
- Supervises:** WASH House program staff in the following areas:
- Administration
 - Finance
 - Community development and projects

Salary Range: SCHCADS Level 6 (salary sacrifice and above award conditions apply)

Hours: 0.7 FTE (28 hours per week)

The WASH House considers being a woman a genuine occupational qualification for this position under s. 31 of the Anti-Discrimination Act 1977 (NSW).

This Coordinator position forms a crucial part of the WASH House leadership team (comprising Executive Officer, Client Services Coordinator and Operations Coordinator).

The leadership team will work collaboratively and present a unified message to the staff regarding strategic objectives and vision for the organisation as well as aim to maintain a positive workplace culture.

This position provides day-to-day oversight and supervision of WASH House staff including Administration, Finance, Projects as well as the Group work program. The Operations Coordinator will support the Executive Officer to lead the organisation, be dynamic and have the capacity to adapt to and build new responses in the face of changes in the sector and the funding environment.

To this end, we seek a highly motivated person who will possess contemporary management skills including sound skills in leadership, strategic planning, project management, financial management and public relations.

1. About the WASH House

The WASH House is a community based resource centre for women. We offer a range of support programs and activities for women in Mt Druitt and surrounding areas.

2. About the role

The Operations Coordinator supports the Executive Officer in the implementation of the strategic plan and outcomes, and oversees the day to day management and operation of the WASH House with the following key accountabilities:

- Oversight of administrative and quality assurance systems
- Leading organisational and service planning processes
- Program and policy development
- Planning, collaboration, and partnership development
- External representation for the organisation
- Community engagement

3. Key Result Areas

1. Planning and Organisational Management
2. Community Development, networks and partnerships
3. Quality improvement

4. Selection Criteria

Essential

- Tertiary qualifications in a relevant field (e.g. social work, community development, public policy, management) or significant relevant experience
- Personal and professional commitment to the WASH House Vision and values and working within a feminist framework
- Demonstrated capacity to develop and nurture partnerships with a range of stakeholders, including community groups, service provider organisations, business and the private sector, and government departments
- Demonstrated management skills and sound experience including the areas of:
 - Organisational development and strategic planning
 - Policy development and quality assurance
 - Financial management
 - Human resources leadership and Work, Health & Safety
 - Project Management
 - Public relations
- Ability to work collaboratively as a key member of the leadership team for the organisation
- Superior time management and workload organisation skills
- Experience in use of evaluation strategies and tools
- Confidence and experience in information management systems, including managing people's personal information
- Proven problem-solving skills, including the ability to identify issues, risks and opportunities
- Computer skills and demonstrated high level written and verbal communication skills

Desirable

- Knowledge and understanding of social policy and issues that face women in Western Sydney
- Experience in working with a board or management committee and a sound understanding of not-for-profit governance
- Current driver's licence and vehicle

5. Description of duties

Coordination and leadership

- Work within board-approved delegations and policies to oversee all operational aspects of the WASH House.
- In conjunction with the Leadership Team ensure strategies to meet organisational goals and objectives are developed, positively promoted and implemented.
- Contribute to positive change by identifying opportunities for improved practice and designing innovative responses to problems.
- Develop and enhance the skills and abilities of the WASH staff team with the objective of delivering high quality services in a positive supportive working environment.
- Lead a culture that supports the early identification of problems or grievances with a view to timely and positive resolution.
- Ensure effective systems are established and maintained to plan, monitor, evaluate and report project performance and outcomes.
- Manage change in accordance with principles of participation, collaboration, social justice, and, access and equity.
- Participate in consultative and participatory processes to facilitate the development of a strong team based approach to planning and implementation of services.
- Ensure community needs are identified through research and consultation with staff, board, stakeholders and the wider community.

Community development, networks and partnerships

- Develop and maintain appropriate networks to ensure the WASH House is well known and respected across Western Sydney and also within appropriate networks consistent with its objectives.
- Ensure the WASH House is outward-looking, and collaborates with other organisations and/or stakeholders in negotiations, planning, and implementation of its programs.
- Identify and pursue partnership opportunities with other sector stakeholders to further the vision and mission of the WASH House.
- Establish and facilitate collaborative, innovative and workable partnerships with community partners and NGOs to integrate service provision at a local level.
- Encourage co-operative work practices and facilitate innovative approaches to issues of common concern within the community sector.
- Communicate and engage with a broad range of community members including people from culturally diverse backgrounds and experience, Aboriginal and Torres Strait Islander people, and people with disabilities.
- Influence and create positive change for women and their children through effectively collaborating with sector stakeholders, policy-makers, politicians, and others.
- Review research and policies that have implications for women and families and/or non-government human service provision in the local area.
- Initiate and/or enhance research and collaboration that will act as a catalyst for policy and program improvement at a local level.
- Produce high level reports and submissions to advocate and inform.

Work Health and Safety (WHS)

- Ensure the safety, health and welfare of all employees, contractors and visitors in consultation with other staff and in accordance with relevant legislation and WASH House Policy and Procedures.
- Participate in WHS reviews and consultative processes.

Quality

- Demonstrate an ongoing commitment towards quality improvement through policy/procedure review, internal audits and consultations.
- Actively participate in the quality cycle of maintaining best practice standards
- Participate in regular reviews and evaluation of the programs.
- Manage data and information relating to program inputs and outcomes for the purposes of reporting and continuous quality improvement.
- Participate in evaluations of WASH House products and services.
- Participate in, and have a positive attitude towards, your own professional development, and that of your team members.
- Maintain a working knowledge of legislation and good practice relating to the role, including: child protection and mandatory reporting, disability inclusion, and service standards.

Teamwork and General Duties

- Demonstrate an active, dedicated commitment to the WASH House Vision, Mission, values, and strategies, as well as all WASH House policies, procedures, and other guiding documents.
- Promote a positive image of the WASH House in all your work.
- Demonstrate a positive approach to working with all other WASH House team members; support and collaborate with others to enhance the WASH House's work and image.
- Work closely with the Executive Officer and Operations Coordinator, as a productive and visionary leadership team.
- Contribute to positive change by identifying opportunities for improved practice in the WASH House operations.
- Represent the WASH House at meetings, events and interagencies as required.
- Support the daily routine of the WASH House, including responding to enquiries as required.
- Participate in WASH House staff meetings and staff development processes.
- Perform other duties as required from time to time, consistent with the position, as directed by the Executive Officer.

Direct Services Coordinator

Job Description

Position Title:	Client Services Coordinator
Reports To:	Executive Officer
Supervises:	WASH House program staff in the following areas: <ul style="list-style-type: none">• Staying Home Leaving Violence• Counselling• Specialist Casework
Salary Range:	SCHCADS Level 6 (salary sacrifice and above award conditions apply)
Hours:	0.7 FTE (28 hours per week).

The WASH House considers being a woman a genuine occupational qualification for this position under s. 31 of the Anti-Discrimination Act 1977 (NSW).

This Coordinator position forms a crucial part of the WASH House leadership team (comprising Executive Officer, Client Services Coordinator and Operations Coordinator).

The leadership team will work collaboratively and present a united message to the staff regarding strategic objectives and vision for the organisation as well as aim to maintain a positive workplace culture.

This position provides day-to-day oversight and supervision of three key WASH House programs: Staying Home Leaving Violence, Specialist Casework, and Counselling.

To this end, we seek a person with excellent leadership skills, outstanding communication and staff management skills, and a solid background and understanding of the accountabilities of child protection, family support, and domestic violence support work. A background in counselling and/or high level knowledge of counselling practice approaches for women in crisis would also be highly regarded.

1. About the WASH House

The WASH House is a community based resource centre for women. We offer a range of support programs and activities for women in Mt Druitt and surrounding areas.

2. About the role

The Coordinator will oversee the following three programs at the WASH House:

The Staying Home Leaving Violence program is funded through and supports women and their children ending a violent relationship to remain in their home or a home of their choice. The project provides safety planning, counselling, advocacy, court support and case coordination, as well as security enhancements if required. The program has four part time staff.

The Counselling program is funded through NSW Family and Community Services (FACS), donations and small grants to provide free crisis counselling for women in the Mt Druit area needing support to take control of problems in their lives. The program has 3 part time staff.

The Specialist Casework program is funded through NSW Family and Community Services (FACS).

3. Key Result Areas

6. Human Resources Management
7. Policy and practice
8. Quality improvement

9. Selection Criteria

Essential

- Tertiary qualifications in Social Work/Social Welfare, or health-related field, and/or a good track record in direct service and management in the social welfare/health sectors
- Personal and professional commitment to the WASH House Vision and values and working within a feminist framework
- Demonstrated management skills and sound experience including the areas of:
 - Human resources leadership
 - Policy development and quality assurance;
 - Organisational development and planning;
 - Project Management
 - Work, health and safety;
- Ability to work collaboratively as a key member of the leadership team for the organisation
- Sound experience in team building & support/supervision of staff
- Solid background and strong understanding of the issues in relation to domestic violence & family support work, parenting skills and social isolation as well as accountabilities of child protection
- Superior time management and workload organisation skills
- Experience in use of evaluation strategies and tools
- Confidence and experience in information management systems, including managing people's personal information
- Proven problem-solving skills, including the ability to identify issues, risks and opportunities
- Outstanding communication skills and capacity to engage others
- Computer and internet skills

Desirable

- Counselling skills and/or solid understanding of counselling, the therapeutic space, and the counselling needs of women in crisis
- Experience in working with a board or management committee and a sound understanding of not-for-profit governance
- Current driver's licence and vehicle

5. Description of Duties

Coordination and Leadership: Direct Service Teams

- Manage the day-to-day operations of the Staying Home Leaving Violence, Counselling and Specialist Casework programs
- Provide day-to-day supervision and performance management of staff
- Contribute to positive change by identifying opportunities for improved practice and designing innovative responses to problems.

- Develop and enhance the skills and abilities of the WASH staff team with the objective of delivering high quality services in a positive supportive working environment.
- Lead a culture that supports the early identification of problems or grievances with a view to timely and positive resolution.
- Contribute to positive change by identifying opportunities for improved practice and designing innovative responses to problems.
- Develop, implement and maintain systems (including but not limited to: access, allocation, intervention, record-keeping, and evaluation) for programs
- Ensure that all contractual and service standard requirements are met in relation to service delivery.
- Maintain effective collaborative working relationships with key stakeholders to ensure effective planning and delivery of services.
- Ensure the integrity of information management systems, and that there is a consistent and quality approach to information management within each program.

Work Health and Safety (WHS)

- Ensure the safety, health and welfare of all employees, contractors and visitors in consultation with other staff and in accordance with relevant legislation and WASH House Policy and Procedures.
- Participate in WHS reviews and consultative processes.

Quality

- Demonstrate an ongoing commitment towards quality improvement through policy/procedure review, internal audits and consultations.
- Actively participate in the quality cycle of maintaining best practice standards
- Participate in regular reviews and evaluation of the programs.
- Manage data and information relating to program inputs and outcomes for the purposes of reporting and continuous quality improvement.
- Participate in evaluations of WASH House products and services.
- Participate in, and have a positive attitude towards, your own professional development, and that of your team members.
- Maintain a working knowledge of legislation and good practice relating to the role, including: child protection and mandatory reporting, disability inclusion, and service standards.

Teamwork and General Duties

- Demonstrate an active, dedicated commitment to the WASH House Vision, Mission, values, and strategies, as well as all WASH House policies, procedures, and other guiding documents.
- Promote a positive image of the WASH House in all your work.
- Demonstrate a positive approach to working with all other WASH House team members; support and collaborate with others to enhance the WASH House's work and image.
- Work closely with the Executive Officer and Operations Coordinator, as a productive and visionary leadership team.
- Contribute to positive change by identifying opportunities for improved practice in the WASH House operations.
- Represent the WASH House at meetings, events and interagencies as required.
- Support the daily routine of the WASH House, including responding to enquiries as required.
- Participate in WASH House staff meetings and staff development processes.
- Perform other duties as required from time to time, consistent with the position, as directed by the Executive Officer.

Attachment 1

Employment Application Form

Personal Details	
First Name:	<input type="text"/>
Preferred Name (if different):	<input type="text"/>
Surname:	<input type="text"/>
Postal Address:	<input type="text"/>
Phone	Business Hours: <input type="text"/>
	After Hours: <input type="text"/>
Email address:	<input type="text"/> @ <input type="text"/>

Application Details	
Position you are applying for:	<input type="checkbox"/> 007WHI – Operations Coordinator <input type="checkbox"/> 008WHI – Client Services Coordinator
What interested you in applying for this position?	<input type="text"/>
Where did you see this job vacancy advertised?	<input type="text"/>
Referee Details <i>(Please provide 2 professional referees who can comment on your work skills. One must be a recent supervisor. Make sure you give us their current contact information and let them know we may be contacting them.)</i>	Name: <input type="text"/>
	Organisation: <input type="text"/>
	Title: <input type="text"/>
	Phone: <input type="text"/>
	Name: <input type="text"/>
	Organisation: <input type="text"/>
Title: <input type="text"/>	
Phone: <input type="text"/>	

Additional Details

What is your current work authorisation?

- I am an Australian Citizen/ permanent resident
- I hold a current working VISA
- I require sponsorship to work in Australia

Do you hold a current NSW Driver's License

- Yes
- No

Have you ever worked for WASH House before?

- Yes
- No

Do you hold a current NSW paid employee Working with Children check clearance?

- Yes
- No

Clearance number: WWC _____ E

Expiry date: /

- My application is imminent; I will have this soon*
- I can apply for this if required*

Applicant Declaration

I declare that the above information provided by me is true and correct.

Signature: _____

Date: _____

Attachment 2

Response to selection criteria form

To assist you in completing this form...

- Tell us about any relevant work experience, qualifications, skills and/or knowledge you have that are relevant to this position
- The most recent the information, the better. Try to provide detail about duties performed most recently and avoid including information not relevant to this position you are applying for
- Remember to tell us about both direct experience / skills (i.e.: from the same types of work) as well as experience and experience you may have gained from other places
- It is good to give specific examples of what you know, where you learnt it and to give concrete examples of how you have applied it in the past (e.g: where/how you've used these skills before)
- Try to give different examples to each criteria that show how you meet them rather than repeating the same information/examples

Your Name:	
Application:	<input type="checkbox"/> 007WHI – Operations Coordinator <input type="checkbox"/> 008WHI – Client Services Coordinator

Essential:

1. At the WASH House, being a woman is a genuine occupational qualification for this position under s.31 of the Anti-Discrimination Act 1977 (NSW). Please confirm you are a woman by checking this box

2. Please list your relevant tertiary qualifications OR significant relevant experience

3. Please comment on your personal & professional commitment to The WASH House vision & values and working within a feminist framework

Link to their website listing vision & values: <https://www.washhouse.org.au/our-vision-1>

4. If you are applying for the Client Services Coordinator position:

- a. Please comment on your background and understanding of trauma informed work with women and issues in relation to domestic violence, child protection, health and wellbeing and socio-economic vulnerabilities, **OR**

If you are applying for the Operations Coordinator position:

- b. Please comment on your background and understanding of community development, community engagement and capacity building including program and policy development and project management.

8. Please comment on your time management and workload organisation skills and what strategies you employ in your work.

9. Please outline your experience in use of evaluation strategies and tools.

10. Please comment on your problem-solving skills, including the ability to identify issues, risks and opportunities

11. Please comment on your communication skills

12. Please detail your computer and internet skills

Thank you for taking the time to address each the selection criteria.

This will assist the selection panel greatly in understanding your suitability for the role.