



Total Workforce Services

Applicant Information Package for the opportunity of

General Manager

Full Time

35 hrs per week

Junaya Family Development Services



APPLICATIONS CLOSE:

COB (5pm) Friday 5th Feb 2021

Dear Applicant,

Thank you for your interest in the position of General Manager. This package contains the information you require to apply for the position, including:

- Overview about the Employer
- Job Description
- Selection Criteria

About the employer...

Our client Junaya Family Development Services Inc. (JFDS) is a community organisation located in Blacktown and provides a range of services for families to assist in strengthening and building their capacity.

Services

JFDS delivers the Targeted Early Intervention Program to families, children and young people who are experiencing vulnerability and provides casework services and group work activities that build their capacity and strengthen their families.

JFDS also provides services to families with children 0-18 years with a learning difficulty/disability.

Values

Junaya Family Development Services values:

- Social Justice
- Access
- Equity
- Rights
- Participation
- Empowerment
- Inclusiveness
- Advocacy
- Respect
- Duty of Care
- Ethical Practice

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

www.junaya.org.au

Some of the great benefits provided to employees...

- Salary Packaging – a voluntary program that can increase your take home pay by expensing up to \$16,000 per year tax-free (more details can be provided upon commencement)
- In addition to the figure above, an Entertainment fringe benefit of up to \$2,500 per year (more details can be provided upon commencement)
- Use of a company pool car for work related travel when available
- Annual Leave Loading at 17.5%
- Paid leave between Christmas/New Year shutdown period in excess of legislated Annual Leave
- 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 Position...

This position provides leadership and management of all JFDS' governance systems, operations, service delivery and partnerships as well as:

- promoting a positive organisational culture
- drive organisational growth and development
- monitor the organisation's Strategic Plan

Position Details...

Location:	Blacktown
Hours per week:	35 hours per week in total
Days per week:	5 days each week
Days of work:	Monday - Friday
Term:	Full Time (initially for a 6 month period contract only with the potential for this to become a permanent position)
Award Coverage:	Salary and conditions of employment will be as described in the NSW SCHADS Award.
Salary:	Salary will be at Level 7, pay point 3. Please click here for current Award pay rates.
Positions available:	There is 1 vacant position being advertised.
Travel:	The role is based in Blacktown but some travel may be required to attend meetings, functions and other commitments. When a pool car isn't available and personal car is used mileage reimbursement is paid in accordance with the Award.

Child Related Employment...

This role is 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 must gain this prior to applying for this job. Please accept this as advanced notice should you progress through the recruitment process as far as to being offered the role.

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

- 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 practice 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. If invited for an interview, please bring the original documents of your qualifications.
- Should you be successful in proceeding in the recruitment process, it is standard practice that a Police Background Check, NSW Working with Children check verification, ID check and reference check be conducted, however this will only occur after the interview

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:

- ☐ Your resume (*including details of your employment history with dates, educational qualifications and 2 professional work related referees*)
- ☐ Employment Application Form (*attachment 1 following – stating the name of the position you are applying for a brief indication of what attracted you to apply for the role*)
- ☐ Response to Selection Criteria Form (*attachment 2 following*)
- ☐ And a covering letter if you wish outlining what interesting you in applying for this role

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 employment with this employer.

Good Luck!

The Position Description...

JUNAYA FAMILY DEVELOPMENT SERVICES INC.

JOB DESCRIPTION: GENERAL MANAGER

Position:	General Manager
Classification:	Social, Community, Home Care and Disability Services Industry Award, 2010: Level 7.3 based on 35 hours per week. Salary Sacrifice available
Reports to:	Board of Directors
Subordinates:	All staff and contractors
Hours per week:	35

All staff are required to build and sustain collaborative working relationships with all staff and community partners and treat colleagues with respect, courtesy, fairness and good faith.

Position Goals

- Provide effective, efficient and timely leadership and management of all JFDS' governance systems, operations, service delivery and partnerships in a manner consistent with organisational philosophy, the state's legislative & policy framework, organisation's Constitution and its Policies and Procedures, Funding Contracts and compliance with all legal requirements.
- Promote a positive, professional, welcoming and inclusive organisational culture that supports a sense of belonging.
- Drive organizational growth and development.
- Monitor and implement JFDS Strategic Plan
- Demonstrate professional behaviour to clients, staff, management, and staff in other service systems.
- Act in the best interests of the organisation and represent the service in professional manner.

Organisational Context: Junaya Family Development Services Inc. is located in Blacktown and provides a wide range of services and activities to children; young people and their families and communities experiencing vulnerability and enhance their capacity to optimize their life chances.

Accountability: The General Manager is directly accountable to the Board of Directors and is required to attend and participate in all Board of Director meetings. The Board of Directors is required to consult directly with the General Manager regarding any matter relating to JFDS.

1. Governance & Leadership

- Oversee the development and effective implementation of all workplans and Funding Agreements/Contracts with funding providers.
- Oversee the accurate and timely provision of all financial matters, reports and accountability.
- Provide accurate advice to the Board to support effective governance and meet quality outcomes for the community.

- d) Resource Board through:
 - Provision of information about all current projects and issues emerging from all aspects of the service.
 - Monthly written report.
 - Advise and resource to enable informed decisions regarding service direction, addressing community needs through applications for new or ongoing grants.
- e) Work collaboratively with Finance Manager.
- f) In consultation with staff and Board organise bi-annual service evaluation and ensure outcomes form the basis of strategic plans.
- g) Manage and monitor JFDS' compliance with all relevant laws, regulations, standards, contracts, service agreements, accountabilities and organisational policies and procedures, Constitution and, make recommendations for new policies/policy amendments.
- h) Ensure the effective gathering, collation, and analysis of statistical information to further inform service planning and comply with accountability requirements.
- i) Maintain knowledge of and oversee compliance with all contractual obligations of the organisation, relevant industrial award, contracts, maintain knowledge of impending changes to the political, economic, legislative, and physical environment of the organisation.
- j) Manage and oversee compliance with all relevant laws, regulations, standards, contracts, service agreements, accountabilities and JFDS' policies and procedures.
- k) Identify, organise and participate professional development.

2. Collaboration with Community Partners

- a) Identify and further build sustainable collaborative partnerships with government and funded services and with local business and, establish Memorandums of Understanding & Referral Protocols to clarify expectations and establish agreements between services to maximise outcomes for families.
- b) Build and maintain strong working relationships with funding providers.
- c) Participate in local interagencies and working groups.

3. Human Resource Matters

- a) Encourage, foster, lead, and actively support the further development of an effective inclusive organisational team.
- b) Provide organisational supervision to staff.
- c) Lead all staff recruitment activities and ensure orientation of new staff.
- d) Work collaboratively with the Team Leader to:
 - Develop and monitor communication systems within the service to ensure best practice approach to teamwork and with families.
 - Negotiate and monitor appropriate staff supervision around clinical casework supervision.
 - Support, initiate and co-ordinate internal and external training and professional staff development.
 - Provide and ensure that staff receive professional support and supervision to identify and address training and support needs, career aspirations and grievances.
 - Develop and annually review job descriptions and team workplans.
- e) Develop and implement annual staff performance appraisals in accordance with Policy & Procedures.
- f) Provide leadership and promote team building approaches and activities.

4. Matters relating to Children, Young People and Families

- a) Ensure all complaints are promptly investigated and responded to and inform Board of any unresolved issues to support the effective resolution of client complaints.
- b) Ensure that the needs of the child/young person are identified, case management plans and advocacy systems are in place to address the individual needs of each child/young person.
- c) Ensure work practices are reflective and consistent with the rights of the client, the children and comply with legislative requirements and service philosophy and policy.
- d) Support TEI team to develop and promote group work calendars and ensure evaluations are completed and analysed to inform required amendments.
- e) Ensure risk assessments and management plans are conducted.
- f) Monitor group work activities to ensure a “best practice” approach is developed and maintained.

5. Collaboration and Partnerships

- a) Identify and build sustainable partnerships with other services to address the needs of JFDS’s targeted population e.g., multidisciplinary case management, co-facilitation of group work activities.
- b) Support external organisations i.e. government and community, e.g. Aboriginal, CALD, LGBTI to deliver onsite services e.g. allied health (AOD, mental health, education, legal)
- c) Identify and negotiate with potential external services to hire space at JFDS to deliver their services.

6. Organisational Growth and Development

- a) Oversee, contribute and support JFDS NDIS registration process and the development of services for people with disability.
- b) Identify other sources of funding to increase services to vulnerable families provided through the Targeted Early Intervention Program (TEI) and prepare tenders, submissions, and expressions of interest, subject to Board approval.

7. Work Health and Safety

- a) Actively participate and oversee all risk assessment and risk management systems.
- b) Actively promote safety and safe work practices to all clients, staff, visitors, and Board

8. Agency Responsibilities

- a) Work from a teamwork philosophy
- b) Prepare and implement workplan with clear objectives, strategies, and key performance indicators.
- c) Attend an annual performance appraisal with Board.
- d) Organise and participate in JFDS events: strategic planning and AGM.
- e) Preserve confidentiality and maintain high standards in relation to access to confidential data and information.
- f) Conduct other duties as directed by the Board in line with this position description.

Endorsed by Board of Directors on (date)

Attachment 1

Employment Application Form

Personal Details

First Name:

Preferred Name (if different):

Surname:

Postal Address:

Phone

Business Hours:

After Hours:

Email address:

@

Application Details

Position you are applying for:

008JUN – General Manager

What interested you in applying for this position?

Where did you see this job vacancy advertised?

Referee Details

(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.)

Name:

Organisation:

Title:

Phone:

Name:

Organisation:

Title:

Phone:

Additional Details		
What is your current work authorisation?	<input type="checkbox"/> I am an Australian Citizen/ permanent resident <input type="checkbox"/> I hold a current working VISA <input type="checkbox"/> I require sponsorship to work in Australia	
Do you hold a current NSW Driver's License	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you ever worked for JFDS House before?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you hold a current NSW paid employee Working with Children check clearance?	<input type="checkbox"/> Yes	Clearance number: WWC _____ E Expiry date: _____ / _____
	<input type="checkbox"/> No	<input type="checkbox"/> <i>My application is imminent; I will have this soon</i> <input type="checkbox"/> <i>I can apply for this if required</i>
<i>Note: As of 15th June 2013 the legislation for WWC checks changed, for more information please visit the Commission for Children & Young People's website www.kids.nsw.gov.au/Working-with-children/New-Working-with-Children-Check</i>		

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:	008JUN – General Manager

Essential:

1. Please list your educational qualifications relevant to this role

2. How many years' experience do you have in a similar role (i.e. the management and provision of casework services and group work activities to families experiencing domestic/family violence, child protection issues, mental health issues, AOD, disability/learning difficulties, homelessness and related issues and comprehensive understanding of the impact of these issues on families)?

3. Please explain your knowledge of high-level case work and group work practice

4. Please comment on your cultural competence and how you would work with CALD people and their communities, Aboriginal peoples and their communities, LGBTI people and their communities

5. Please comment on your leadership and provide examples

6. Please explain your experience in staff management - specifically recruitment, supervision and annual appraisals

7. Please comment on your experience in the development of inclusive organisational business and strategic plans, policies and procedures

8. Please comment on your experience in building and maintaining constructive working relationships with key stakeholders and excellent networking skills

9. Please comment on your written and verbal communication skills, particularly in management, negotiation, advocacy and conflict resolution

10. Please comment on your ability to prioritise competing demands, delegate and complete the tasks within agreed timeframes

11. Please comment on your ability to identify tender opportunities and writing tenders to address unmet family and community needs
