



FROM:

WESTIR Ltd
PO Box 136
PARRAMATTA NSW 2124

Ph: 02 9635 7764 Fax: 02 9635 8395

Email: eo@westir.org.au

Dear Prospective Applicant,

Thank you for your interest in the position of Social Research & Information Officer with WESTIR Ltd. Enclosed is a Duty Statement for the position, plus some information on WESTIR. You may also wish to look at our website at: www.westir.org.au

This position is located in central Parramatta. The position is currently for 2 days (14 hrs pw) and this is a temporary part time position covering a Long Service Leave Absence. This position is likely to become permanent.

If you wish to apply for the position, please forward your resume, with a covering document highlighting how your specific qualifications and experience meet the essential and desirable requirements of the position, and the names and contact details of two referees.

Applications should reach WESTIR by close of business on **Monday, 12th April 2021 at 4.30 pm**. We will inform you as soon as possible after that date of the progress of your application. We will be scheduling interviews at the end of the week following close of applications.

Should you require any further information regarding the position, please phone Margaret Tipper at WESTIR Ltd on [02] 9635 7764

Kind regards,

Margaret Tipper,
Executive Officer.

25 March 2021

SOCIAL RESEARCH & INFORMATION OFFICER

March 2021

WESTIR Ltd, a non-for-profit community-based information & research service in Greater Western Sydney, is seeking:

Social Research & Information Officer

[Temporary part time appointment covering a Long Service Leave absence,
subject to satisfactory probationary performance]

DUTIES include:

- Analyse social trends & issues affecting Greater Western Sydney;
- Respond to information requests from organisations & the community;
- Prepare statistical data & publications;
- Develop information & data resources;
- Advise on and conduct research projects;
- Make presentations of research results;
- Undertake project or service evaluations.

ESSENTIAL:

- Degree in Social Sciences or equivalent.
- Ability to analyse, manipulate & interpret social statistical information & trends (especially re Census data);
- Experience in social research & analysis.
- Experience in presenting research outcomes and preparing research for publication;
- Familiarity with a broad range of data.
- Skills with MapInfo and/or statistical/analytic software [e.g. SPSS, NVivo];
- Experience in presenting and explaining research and data;
- Ability to work both with a small team and independently.
- High-level report writing & oral communication skills.
- Understanding of issues for Greater Western Sydney & non-government community services.
- An inquiring view of the world.

DESIRABLE:

- Familiarity with service and/or project evaluation; interviewing skills
- Ability to prepare data visualisations and infographics
- Experience in one or more of the following areas: children & families; people with disabilities; young people; disadvantaged communities; health; education & training; social impact measurement.
- Good negotiation skills.

Please note: It is expected that every applicant will specifically address each of the Essential and Desirable Selection Criteria in their application.

SALARY: Related to Social, Community, Home Care & Disability Services Award Level 5 + Superannuation

Ability to work comfortably at Level 5 is crucial.

APPLICATIONS TO: WESTIR Ltd, PO Box 136, PARRAMATTA, 2124. OR eo@westir.org.au

CLOSING DATE: Monday, 12th April 2021

FOR INFORMATION PACK: Margaret Tipper - (02) 9635 7764 or eo@westir.org.au

WESTIR Ltd

SOCIAL RESEARCH & INFORMATION OFFICER

STATEMENT OF DUTIES

Responsible to: Executive Officer
Accountable to: Board of Directors

OVERVIEW

The focus of the Social Research & Information Officer's work is to ensure WESTIR's objectives are met by monitoring available information; collecting and analysing pertinent information (including statistics) and ensuring dissemination of such information to individual, community, government and other users of WESTIR services, especially those in Greater Western Sydney. In addition, the position will require involvement in WESTIR's research, evaluation and training activities.

DUTIES

Information and research

1. Collect statistical and research material which is relevant to Greater Western Sydney.
2. Assess and analyse relevant material to identify impacts and trends affecting Greater Western Sydney.
3. Prepare researched reports and publications, particularly related to key issues and current information gaps.
4. Provide statistical/research information in response to enquiries and refer to other sources of information, where necessary.
5. Undertake consultancies and other research projects in conjunction with the Executive Officer and other staff.
6. Conduct and manage research and evaluation projects under supervision of Executive Officer.

Information development

7. Assist in the planning and resourcing of seminars on a range of social issues and research relating to Greater Western Sydney.
8. Prepare and disseminate information to agencies and individuals on request or as part of WESTIR's research and information program, as required.
9. Develop information and data resources which assist groups and Government bodies to assess local and regional needs and plan to meet those needs.
10. Promote increased awareness amongst researchers in the region of the availability of information/research projects related to Greater Western Sydney.
11. Identify problems or gaps in research and develop projects/programs to overcome such gaps, in conjunction with the Executive Officer and other staff.
12. Provide training and assistance in the use of statistical data bases and other information sources to staff, community groups and other organisations, as appropriate.
13. Assist in the development and implementation of new methods of information dissemination, including computer mapping techniques; data visualisation and infographics; and electronic information systems

Internal organisational tasks

14. Provide assistance in preparation of WESTIR funding submissions and proposals for consultancies.
15. Perform administrative tasks required by the position.
16. Participate in staff and other organisational meetings, including WESTIR review and planning processes, as they arise.

Employment is as per conditions of the WESTIR Ltd Staff Agreement, the Social, Community, Home Care & Disability Services Award and in accordance with EEO and FairWork and other human resources policies of the organisation.

Revised March 2021.

Indicative competencies of the position include:

Unit Of Competence		Element Of Competence
1.	Organisational Knowledge	Has a comprehensive understanding of the mission and values of the organisation including historical context.
		Has a comprehensive knowledge of the full range of service or program delivery activities and a sound working knowledge of client requirements and stakeholder relationships.
2.	Leadership (supervisory/ professional and management)	Provides formal operational supervision of a team.
		Ensures learning and development needs of team members are identified.
		Ensures time and resources are available for learning and development.
		Observes team member's work, assesses performance and evaluates team member's knowledge of relevant techniques and legislation and organisation requirements.
3.	Interpersonal Skills/ Communication	Drafts letters/reports on complicated issues where some liaison with other departments is involved. Prepares complex management reports.
		Effectively handles complex, sensitive inquiries from a range of people including professionals. Is an effective management team member.
		Conduct training sessions and ensures currency and relevance of material and resources.
4.	Problem Solving	Provides problem solving expertise on a wide range of issues.
		Applies advanced problem solving and decision-making tools.
		Using mature judgement able to interpret sector wide programs policy within guidelines.
5.	Legislation/Standards/ Documentation	Ensures adherence to all relevant legislative requirements e.g. OH&S, Disability Services Act, Disability Services Standards and Child Protection laws etc.
		Actively promotes and delivers programs with and through people and other organisations.
		Ensures delivery of services within the guidelines provided by the organisation.
		Contributes to the development of new programs relevant to the area or local community. Recommends changes to quality procedures, including documentation, and standards that impact across own or other work areas. Implements approved recommendations.
6.	Service Delivery Support	Assists with review and/or development, implementation and monitoring of specific functional policies and procedures.
		Develops and/or implements new administrative systems.
		Prepares reports for management.
		Demonstrates confidentiality with correspondence relating to sensitive issues.
		Gives standard presentations.
		Deals with non-routine correspondence from other agencies, bodies, client managers, and company managers.
		Develops public relations material and undertakes event/launch preparations.
		May manage small projects and administer large projects.
		Inputs to budget preparation, monitors cost controls and takes appropriate

		action, as necessary.
7.	(A) Accommodation/ Residential Services	Manages the operations for a single location.
		Management of a mix of other roles up to CSW Grade 3 within a single location.
7.	(A) Accommodation/ Residential Services [coned]	Ensures duty of care and procedural fairness principles are observed.
		Ensures client's personal care needs are met and they have access to community services.
	And/Or	Arranges formal medication assessments as required.
		Ensures that adequate supplies and equipment are available to meet planned requirements and remedies deficiencies.
		Signs and takes responsibility for payroll, stores, equipment replacements.
		Negotiates minor contracts.
		Administers approved budget.
		Submits regular progress reports.
	(B) Case Management/ Counselling & Education Services	Ensure effective service or program delivery, liaison and communication with clients in respect to the full range of problem resolutions involving multiple service or program delivery methods.
		Sound working knowledge of the range of client requirements and ensures that the unique needs of clients are understood and appropriate practical solutions are provided.
		Ensures effective education assistance is provided.
		Ensures information about community facilities is available to clients and community educators.
8.	Experience/Qualifications	Equivalent to higher diploma or 3-year degree or equivalent work experience.

NOTE: These competencies cover all types of community service positions. The competencies presented are illustrative of the level of independence and responsibility required of the successful applicant in this position.



SUMMARY OF CONDITIONS at WESTIR

WESTIR Ltd is a community-based research & information service which is incorporated as a not-for-profit Company limited by guarantee. WESTIR was established in 1981

Our core funding comes from Community Services in the NSW Department of Communities and Justice, under the Targeted Earlier Intervention Program. We receive specific project funding on occasions, and also earn income from information and research consultancies, etc.

Staff are employed under the Social, Community, Home Care & Disability Services Award. WESTIR complies with the National Employment Standards (NES) and FairWork practices.

Current staff employed by WESTIR include an Executive Officer [who manages the service], other Social Research Officers, and an Office Administrator. Other staff are employed from time-to-time to work on specific projects.

Ordinary hours of work are 35 hours per week worked between 8:00 am and 6:00 pm, Monday to Friday. Flexible working time arrangements are negotiable.

Salaries are paid fortnightly direct to staff bank accounts on Friday of the pay week.

Arrangements for pay deductions for superannuation contributions are possible. WESTIR contributes to superannuation at the prescribed rate. You can nominate your Superannuation Fund.

Employees are entitled to four weeks annual leave. In addition, WESTIR closes each year for the week between Christmas and New Year, known as Grace Leave.

Employees are entitled to sick leave per year as per the NES and the Award, which is cumulative from year to year if untaken. Accrued sick leave is not payable at the end of employment. Additional leave entitlements are available in particular circumstances, including maternity/paternity leave, bereavement leave, leave for jury service, educational leave, and special leave to attend to domestic or other necessities.

WESTIR believes that the expertise of its staff is one of its greatest assets. Consequently, staff are provided with a range of opportunities to undertake training to upgrade and enhance their skills. We also work collaboratively on projects with other community and government agencies.

More details about us are available on our website at www.westir.org.au if you wish to know more about the nature of work that we undertake at WESTIR.

For further information, contact Margaret Tipper, Executive Officer on 9635 7764.



WESTIR STRATEGIC PLAN 2019 - 2022

OUR PURPOSE

We analyse, interpret, and share data and research insights, to support organisations in making informed decisions for their communities.

OUR VISION

We aspire to provide organisations with access to high quality data and research for the enhancement of communities.

OUR VALUES

- We provide high quality data and research
- We are trustworthy
- We respect diversity
- We collaborate
- We are responsive

OUR GOALS

- We are recognised in the sector as an authority
- We provide unique narratives & data
- We build sector capacity
- We are sustainable