



Total Workforce Services

**Applicant Information Package
for the opportunity of**

**Locum Counsellor/ Caseworker
Casual
Hours to be negotiated**



Dear Applicant,

Thank you for your interest in the position. 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 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 and referral, advocacy, capacity building and support services.

The organisation has been established in the area for nearly 40 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, Case Work, Group Work and Information Services. The WASH House is a service run by women, for women.

AIM

Their aim is to improve the quality of life and wellbeing of women and girls in our local community by reducing the impact of poverty, social disadvantage and violence on their lives.

VISION

They envisage a community in which women exercise equal rights, choose their own destiny and have a safe environment for themselves and their family.

SERVICES

The WASH House is a community-based resource centre for women. We achieve our aim by providing

- Information and referral
- Advocacy
- Capacity building
- Support services

COMMUNITY

They work with all women in Mt Druitt and surrounding districts.

STATEMENT OF RECONCILIATION

We acknowledge the Darug people as the original custodians of this land on which we live, work and learn and pay our respects to Elders past, present and future. The WASH House is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas. We respect that the continuous and deep connection to their Country is of great cultural significance to Aboriginal and Torres Strait Islander people. We believe a better understanding and respect for Aboriginal and Torres Strait Islander cultures develops an enriched appreciation of Australia's cultural heritage and will support reconciliation.

VALUES

- Equality: we see gender equality as a fundamental human right
- Justice: we believe in the right of all people to be treated justly and fairly
- Respect: we respond without judgement or bias and actively respect the needs and dignity of all individuals
- Courage: we are brave and strong to challenge ourselves and others when needed
- Non-violence: we oppose all forms of violence and abuse and act in ways that do no harm to ourselves or others
- Empowerment: we support the self-determination of women
- Integrity: we build authentic relationships based on trust and honesty and act with consistency and impartiality
- Inclusion: we promote participation, contribution and belonging for all

PRINCIPLES

- Accountability driven: we are committed to professional standards and personal responsibility and accountability for our work and actions
- Feminist: we believe that all women have the right to make choices about all aspects of their lives
- Trauma informed: we ground our practice in an understanding of the impact of trauma, that emphasises physical, psychological, and emotional safety and wellbeing for everyone, and that creates opportunities for women to rebuild a sense of control and empowerment
- Client focused: the unique/individual needs of each woman from a holistic perspective are at the centre of all our decision making
- Strengths based: we view women as resilient, resourceful experts in their own lives and support them to use their skills and assets to make decisions and deal with challenges
- Collaboration: we commit to working in the spirit of cooperation, coordination and partnership
- Excellence: we take pride in striving to excel in all that we do with a determination to succeed
- Innovation: we will be curious, take risks and try new things to improve
- Accessibility: we celebrate diversity in the community and are committed to providing affordable, safe and appropriate services to all people regardless of race, age, disability or sexuality

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...

- Be part of an organisation that is well established in the community as a safe place for women to seek assistance, support, learning, counselling, friendship and social activities
- Make a difference in women's lives every day
- Participate in a wide range of fun and informative community events and activities
- Boost your take home pay with Salary Packaging
- Enjoy above award leave provisions and team days

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.

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>

About the Position...

This position will be the first point of contact for women requiring support to ensure they are directed to appropriate programs or agencies. You will be responsible for coordinating intake and assessment and providing case management and support services as well as the development and maintenance of resources and information systems.

Position Details...

Location:	Work from home with possible centre based work at Mt Druitt
Hours per week:	To be negotiated
Days of work:	These hours will be worked within the organisation's operating hours of Monday – Friday, 8am to 5pm
Term:	Casual An immediate start is required and hours are available until late December at this stage.
Award Coverage:	Salary and conditions of employment will be as described in the NSW SCHADS Award.
Salary:	Salary for the role will be at Level 5. The Pay point to be determined with successful applicant dependant on experience etc.
Positions available:	There is 1 vacant position being advertised.
Travel:	We anticipate the work will primarily be telepractice delivered working from home. Some centre based work at Mt Druitt may be required, pending public health regulations and lockdown restrictions.

COVID-19...

The services this employer is funded to provide to the community is categorised as an essential service so has remained open during COVID-19 shutdown periods. Just some of the measures this employer has adopted to ensure they are providing a COVID-SAFE workplace for their employees are:

- Daily cleaning of the premises and other items
- Social distancing
- Providing hand sanitizer
- Providing personal protective wear for home visits
- Asking staff feeling unwell to remain home instead of coming in to work

Recruitment process...

- Applications will be reviewed as they arrive and interviews will occur without delay due to the need for an immediate start, so you are encouraged to apply without delay
- 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

How to Apply...

Your resume should include details of your previous work history with a brief description of duties associated as well as your educational history. You should also include 2 professional referees (or be willing to provide these details at a later date if you proceed in the recruitment process).

All applicants will need to address the selection criteria as mentioned in the ad/Position Description. The reason our candidate requires this information as it helps them make an informed decision about your suitability for the role and if you should proceed to interview.

Addressing the selection criteria doesn't need to be a lengthy process, a few sentences to each is fine. It's all about allowing us a chance to get to know you a little deeper in things that might not be covered specifically in your just your resume.

To assist you we have attached below 2 forms you can fill out and return to us along with your resume to the following email address: jobs@totalworkforceservices.com.au

Or if you'd prefer to fill out these forms electronically, you can visit our website and fill out your application online <https://www.totalworkforceservices.com.au/jobboard>

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...

Locum Counsellor/ Caseworker Job Description

Position Title:	Locum Counsellor / Caseworker
Reports To:	Direct Services Manager
Salary Range:	SCHCADS Level 5 (salary sacrifice and above award conditions apply)
Hours:	To be negotiated
Term:	To December 2021

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 position is responsible for intake, assessment, counselling and/or case management including information, referral and support services.

To this end, we seek a highly motivated and flexible person who will possess excellent assessment skills and a sound understanding of trauma informed practice.

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

- Being the first point of contact for women requiring support, and ensuring they are directed to appropriate programs or agencies;
- Providing individual, specific, and time-limited counselling and casework support to assist women to articulate and address their needs;
- Maintaining resources and information to respond to the needs of clients.

3. Key Result Areas

1. Intake and assessment
2. Counselling
3. Case management and case coordination

4. Selection Criteria

Essential

- Relevant tertiary qualifications (eg. Psychology, Counselling or equivalent)
- Minimum 2 years counselling experience
- Commitment to a feminist, holistic approach to women's health and wellbeing.
- Demonstrated excellent written and verbal communication skills
- Ability to be flexible and manage competing demands
- Ability to be creative and problem solve in challenging situations
- Sensitivity to working with women from diverse cultural backgrounds and ages.
- Ability to work independently and as part of a team

- Computer skills including word processing, internet and email

Desirable

- Relevant post graduate qualifications
- Experience in working in the community sector
- Fluency in a community language

5. Description of duties

CLINICAL – Counselling and Case Management

- Assess individual needs of women seeking counselling and support.
- Provide skilled counselling with an approach informed by, and compatible with feminist principles and trauma informed practice.
- Provide counselling to support women dealing with a diverse range of health and social issues
- Provide individual advocacy and/or case management when required.
- Assist and support women to enhance their existing coping skills, problem solving skills and ability to mobilise resources.
- Identify and develop referral pathways (with client consent).
- Assist families establish and maintain supportive relationships within their community.
- Adapt and develop identified innovative clinical practice models in collaboration with other team members as required.

Information, Systems and Administration

- Maintain a clearly articulated model for case management that promotes planning, coordination and sustainable assistance to those with high and complex needs.
- Maintain comprehensive referral manuals, contact lists, brochures and other resources to carry out the position.
- Implement appropriate strategies to promote equitable access to services for all members of the community.
- Promote collaborative partnerships between relevant services and reduce the level of complexity associated with multiple service involvement by encouraging clear case planning activities and defining role responsibilities.
- Act as a resource person for WASH House and other staff who seek information and advice about local services.

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, 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, Vision, 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.
- 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 Direct Services Manager or Executive Officer.