



# Total Workforce Services

Application Information Package for the job opportunity:

Executive Officer

*Reference Number: 017WHI*



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

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

Applications Close: Wednesday 1<sup>st</sup> June 2022

## 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.

Find out more on [their website](#).

## Some of the great benefits provided to employees...

- High level of diversity in role
- 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

## About the Opportunity...

Reporting to and directed by the WASH House Board of Management, this role leads the entire organisation and works in coordination with other members of the leadership team (Client Services Coordinator and Operations Coordinator).

The Executive Officer is responsible for the day-to-day management and operation of the WASH House with the following key accountabilities:

- Support and Resource to Board of Management
- Management of Financial, Accountability and Compliance Systems
- Organisational and Service Planning
- Quality Assurance
- Public Relations and Relationship Management
- Fund Raising and Income Generation

## Position Details...

Status:	Permanent Part-Time
Hours per week:	35 hours per week in total
Days of work:	5 days a week
Award Coverage:	Salary and conditions of employment will be as described in the NSW SCHADS Award.
Salary:	Salary classified at Level 8. Pay Point to be determined with successful applicant based upon experience. Details of this hourly rate can be found on the Fair Work website.
Positions available:	There is 1 vacant position.
Location:	Based in Mount Druitt, NSW
Travel:	Based at Mt Druitt location but works across the whole Blacktown LGA travel is required for meetings, events, outreach for clients at times.

## 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.

## 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...**

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 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](#)

## Pre-**employment checks required...**

The successful applicant will be required to participate in the following as part of the recruitment process:

- Right to Work in Australia
- Criminal Background Check

## 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 if needed
- Asking staff feeling unwell to remain home instead of coming in to work

Please note, this workplace is committed to keeping their staff and clients safe through a mandatory COVID vaccination policy for all employees due to the nature of the work including working with vulnerable members of the community.

## The Position Description...

### Executive Officer

#### Job Description

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<b>Position Title:</b>	Executive Officer
<b>Reports To:</b>	Board of Management
<b>Supervises:</b>	Operations Coordinator and Direct Services Coordinator
<b>Salary Range:</b>	SCHCADS Level 8 (salary sacrifice and above award conditions apply)

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

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The Executive Officer is responsible to the Board of Management for all operational outcomes.

This position forms a crucial part of the WASH House leadership team (comprising Executive Officer and Services 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.

We are seeking an Executive Officer who will 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.

The incumbent will be very motivated and possess contemporary management skills including sound skills in leadership, strategic planning, project management, financial management and public relations. All financial management matters are to be reported to and ratified by the Board of Management.

#### 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 Executive Officer is responsible for the day to day management and operation of the WASH House with the following key accountabilities:

- Support and Resource the Board of Directors to develop the strategic direction of the WASH House
- Management of Financial, Accountability and Compliance Systems
- Organisational and Service Planning
- Quality Assurance
- Public Relations and Relationship Management

- Fund Raising and Income Generation

### **3. Key Result Areas**

- Governance
- Strategic Planning and Organisational Management
- Financial Management
- Quality Activities

### **4. Selection Criteria**

#### **Essential**

- Relevant Tertiary Qualifications e.g.: Social Work/Community Development/Public Policy
- Commitment to WASH House Vision and Values and working within a feminist framework
- Demonstrated excellence in leadership of teams
- Demonstrated superior management skills and experience including the areas of:
  - Organisational Development and Strategic Planning
  - Policy Development and Quality assurance
  - Financial management
  - Human Resources leadership and managing change
  - Risk Management and Work Health & Safety
  - Public Relations
  - Project Management
  - Marketing and promotional activities
- Sound understanding of the marketplace from the perspective of the customer towards helping lead the organisation toward a profitable future
- Demonstrated high level communication skills including ability to produce written reports and funding submissions as well as public speaking skills
- Ability to work collaboratively as a key member of the leadership team for the organisation
- Experience building partnerships with multidisciplinary services and agencies and ability to build and foster sector relationships within a changing sector climate
- Conceptual skills, with sound analytical and problem-solving ability
- Knowledge and understanding of social policy and issues that face women in Western Sydney
- Computer and internet skills
- Current driver's licence and vehicle

#### **Desirable**

- Experience in working with a Board of Management and understanding of not for profit governance

### **5. Description of duties**

#### **Leadership & Innovation**

- 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.
- Lead a culture that supports the early identification of problems or grievances with a view to timely and positive resolution.

- 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.

### **Governance**

- Ensure Organisational compliance with all regulatory and legislative requirements
- Resource the Board of Management with information and recommendations which assist the Board in effective decision making and efficient operation.
- Ensure effective communication between staff and Board of Management is facilitated.
- Establish and maintain administrative and financial management systems through which organisational objectives can be effectively achieved and monitored within budget and on time.

### **Strategic planning and organisational management**

- In conjunction with the Board of Management, establish and maintain organisational structure and systems that effectively and efficiently enables WASH House to deliver its services.
- Manage change in accordance with principles of participation, collaboration, social justice, and, access and equity
- Ensure a consultative and participatory process facilitates the development of a strong team based approach to planning and implementation of services.
- In conjunction with the Board of Management, ensure strategies to meet organisational goals and objectives are developed, positively promoted, and implemented.
- Ensure effective systems are established and maintained to plan, monitor, evaluate and report project performance and outcomes.
- Ensure community needs are identified through research and consultation with staff, Board of Management, stakeholders, and the wider community.
- Develop and maintain appropriate networks in the local community sector to market WASH House and the services/programs it provides for women (and their children/families).
- Establish and facilitate collaborative, innovative, and workable partnerships with community partners and NGOs to integrate service provision at a local level.

### **Financial Management**

- Monitor and control expenditure and ensure all activities undertaken comply with approved policy and procedures, funding agreements and program guidelines.
- Prepare annual budgets, monthly financial reports and acquittals in conjunction with Bookkeeper and Treasurer.
- Research and bid for further sources of funding in consultation with the Board of Management, staff and other relevant stakeholders.
- Liaise with relevant partners to source funding for projects outside service agreements where partnership opportunities arise.

### **Market Strategy**

- Transformation of WASH House to becoming a highly profitable and leading centre.



- To understand the marketplace from the perspective of the customer towards helping lead the WASH where it should be in the future. To direct the organization toward the segments, or groups of customers and channels where the WASH can profitably compete.
- Plan and implement effective local area marketing strategies to ensure targets are exceeded
- Develop and implement an effective expansion strategy to attract new clients and grow the business

#### **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.
- Deliver evaluations of WASH House products and services.
- Drive, 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**

- Exemplify 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.
- Represent a positive image of the WASH House in all your work.
- Embody 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.
- Build a high performing leadership team and cultivate a productive & dynamic culture.
- Lead 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.
- Lead & coordinate 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 Board of Management.

## Recruitment process...

- You may be invited to initially participate in a brief telephone interview to discuss your application further and your suitability for the role
- Short listing of applicants for interview and notification is normally completed within a one to two-week period. Likewise, unsuccessful applications will be notified in this timeframe also
- It is standard practise to interview with a Selection Panel comprised by the employer themselves. The final decision of applicant suitability rests with them and is based on the Selection Criteria.

## How to Apply...

Please send us your resume which should include details of your previous work history with a brief description of duties associated as well as your educational history.

You will also need to address the selection criteria as mentioned in the ad/Position Description. The reason our client 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 apply please fill out an application on our website:

<https://www.totalworkforceservices.com.au/job-board>

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 call us on (02) 4555 4634 or email [jobs@totalworkforceservices.com.au](mailto:jobs@totalworkforceservices.com.au)

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

Good Luck!