



# Total Workforce Services

Application Information Package for the job opportunity:

Case Worker (Women's Services)

*Reference Number: 022WHI*



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
- Position details
- Selection Criteria

**Applications Close: Friday 30<sup>th</sup> September 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, counselling, 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...

The National Redress Scheme is in response to the Royal Commission into Institutional Responses to Child Sexual Abuse, you can find more information [here](#)

This role provides information and support on understanding clients rights to make informed decisions and take them through the Redress process. You will also coordinate a programme of targeted community engagement and consultations and awareness raising which may include social media, events, marketing tools and resources.

## Position Details...

<b>Status:</b>	Part Time
<b>Hours per week:</b>	35hrs per week in total
<b>Days of work:</b>	Monday - Friday
<b>Start/finish times:</b>	The centre is open between the hours of 9am-4pm but there is flexibility for alternate start/finish times such as: 8.30am – 4pm; or 9am-4.30pm
<b>Award Coverage:</b>	Salary and conditions of employment will be as described in the NSW SCHADS Award
<b>Salary:</b>	Salary classified at Level 5
<b>Positions available:</b>	There is 1 vacant position being advertised
<b>Location:</b>	Based in Mount Druitt, NSW

## 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.

## 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 vaccination

## 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](#)

## 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...

### Redress Case Worker

#### JOB DESCRIPTION

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<b>Position Title:</b>	Redress Case Worker
<b>Reports To:</b>	Direct Services Manager
<b>Salary Range:</b>	Social, Community, Home Care and Disability Services (SCHCADS) Award, Level 5. Salary sacrifice is available, which adds value to the remuneration package.

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

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#### 1. About the WASH House

The WASH House has been established 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 and development, events and forums, and information and referral services.

#### 2. About the role

The National Redress Scheme was developed following the Royal Commission into Institutional Responses to Child Sexual Abuse. The Redress Case Worker's role includes community strengthening activities that build individual, community and sector capacity and wellbeing and foster community connections and participation. This is done by providing a professional and comprehensive client centred and family focused program that offers information and support on understanding clients rights to make informed decisions and take them through the Redress process.

#### RESPONSIBLE FOR:

- Maintaining the objectives of the National Redress Scheme for Institutional Child Sexual Abuse Act (2018) of being able to recognise and alleviate the impact of past institutional child sexual abuse and partner with survivors to seek justice
- Coordinating and managing the day to day operations of projects including assisting clients, referrals, reporting and other project requirements as directed
- Redress Project planning and scoping
- Undertaking community and client awareness for Redress through consultation and engagement
- Developing and implementing a supportive and nurturing strategy focussed on development of trauma informed support which may include individual services, events, forums, healing opportunities and ceremonies
- Co-designing and implementing a supportive communication and promotion strategy around Redress trauma informed education and awareness raising which may include social media, events, marketing tools and resources

- Maintaining effective collaborative working relationships with key stakeholders to ensure effective planning and delivery and evaluation of the project.
- Ensuring that all legal, contractual and service standard requirements are met in relation to program delivery.
- Delivering community education and events
- Delivering capacity building initiatives including learning and development and production of resources

### **3. Key result areas**

- Planning and Project Management
- Consultation and Communication
- Record Management
- Trauma Informed capacity building and community education

### **4. Selection Criteria**

#### **Essential**

- Relevant Tertiary Qualifications eg: social work/community development/public policy/public relations;
- Knowledge of trauma informed techniques;
- Demonstrated experience of 3 years' experience in community development/ project management;
- Demonstrated high level communication and negotiation skills including ability to produce written reports and public speaking;
- Superior computer skills, including the ability to create graphic and text content for the development of quality information and promotional materials fit for a range of purposes;
- Experience and confidence using the internet, social media, multimedia and audio visual equipment;
- Knowledge and understanding of social policy and issues that face women in Western Sydney;
- Conceptual skills, with sound analytical and problem solving ability;
- Networking skills and capacity to engage others and build effective partnerships
- Ability to work independently with minimal supervision
- Current driver's licence.

#### **Desirable**

- Experience working in/ existing connections within Blacktown LGA

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

#### **Project implementation and delivery**

- To develop and coordinate implementation and delivery of the Redress project plan
- To collaborate with current and potential stakeholders to ensure a multi-agency approach.
- To coordinate a programme of targeted community engagement and consultations
- In collaboration with project participants, develop tools, resources and actions in response to the outcomes of consultations
- To produce high quality advice and information resources
- To coordinate training and capacity building required for service providers

### **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.



## 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...

To apply, please send us your resume including details of your previous work history as well as your educational achievements.

But don't leave it there – include a cover letter (either written or video) that tells us a little more about yourself and why you are applying for the position.

You may also be asked to answer some questions about the selection criteria mentioned in the advertisement and you can do that simply by filling out the questionnaire online (hint – if you have answers typed out in a Word document you can simply copy and paste them into the online form when you're ready).

Answering these questions doesn't 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.

When you've got these documents ready to go, head over to our website to fill out the online application form:

[www.totalworkforceservices.com.au](http://www.totalworkforceservices.com.au)

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!