



Total Workforce Services

## **Applicant Information Package for the opportunities of**

**Intake Coordinator  
Full Time, Locum  
35 hrs per week**



**Blacktown**  
Women's and Girl's Health Centre

**APPLICATIONS CLOSE:**

**COB (5pm) Friday 21<sup>st</sup> Feb 2020**

Dear Applicant,

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

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

## ***About the employer...***

Our client Blacktown Women's and Girls Health Centre (BWGHC), is a feminist, non for profit charity meeting the needs of excellent health and wellbeing initiatives for women and girls and envisages a community in which women exercise equal rights, choose their own destiny and have a safe environment for themselves and their children. BWGHC work towards this by providing counselling, information and referral, advocacy, capacity building and support services to clients.

The organisation has been established in the area for over 30 years as one of 20 Women's Health Centre's across NSW. Over this time, the BWGHC has grown and evolved to run a range of programs including women only Doctor and Nurse Clinics, Early Childhood Clinics, Legal Services, Drug and Alcohol support and advice, Counselling (Generalist and Domestic Violence), Case Work, Group Work and Information Services and auspice the North West Sydney Women's Domestic Violence Court Advocacy Services.

### **Their Mission**

BWGHC are committed to providing a professional, affordable and holistic gender-informed service promoting health, wellbeing and empowerment for women, delivered in a caring, non-judgemental, respectful and safe environment.

They achieve this by:

- Providing a holistic women's health service to the community.
- Educating women and children so they can make informed choices about healthcare and well-being.
- Empowering women and children to make informed choices throughout their lives.
- Providing a safe place for women and children.
- Advocating for and supporting women from a feminist perspective.

### **Values**

BWGHC recognise that women's health encompasses the physical, spiritual, environmental, emotional and social wellbeing of women and girls. BWGHC offers a holistic approach to understanding, managing and supporting women, girls and the broader community in the Blacktown LGA to make informed decisions about their own health and wellbeing. This approach is based on feminist philosophy, with an emphasis on respect and empowerment for all women and girls.

BWGHC values are:

- Dignity – we treat all people in a way that is respectful of their diversity and as valued individuals.
- Compassion – in our interactions with people, we strive to be kind and empathic.
- Optimism – the unwavering belief in the positive potential inherent in people and society.

### **The Community**

BWGHC provides health and well-being services to women and girls in Blacktown LGA, a 'huge and diverse' area with high levels of cultural and linguistic diversity.

Many areas of Blacktown LGA experience high levels of socio-economic disadvantage, poor health outcomes and high levels of unmet need when it comes to service provision.

The area is also experiencing rapid urban development and population growth and is now one of the most densely populated Local Government Areas in Western Sydney, further increasing the demand for services.

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

[www.womensandgirls.org.au](http://www.womensandgirls.org.au)

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

- Salary Packaging – increase your take home pay
- Some above Award conditions
- Opportunities for multi skilling and up-skilling
- High level of diversity in role
- 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 forms a crucial part of the BWGHC leadership team (comprising Executive Officer, Intake Coordinator and Coordinator of the NWSWDVCAS).

Reporting to the Executive Officer this role provides an intake, assessment, counselling, case management, crisis support and referral for women and girls seeking Counselling and Case Management. The position will also provide administrative assistance to students and liaise with other staff and provide follow-up re clients as required.

## ***Position Details...***

<b>Location:</b>	Blacktown, NSW
<b>Hours per week:</b>	35 hours per week in total
<b>Days of work:</b>	Mon-Fri
<b>Term:</b>	Full Time Fixed Term Locum (Maternity Relief) position for 14 month period only
<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, pay point 3. Details of this hourly rate can be found <a href="#">here</a> on the Fair Work website.
<b>Positions available:</b>	There is 1 vacant position being advertised.
<b>Travel:</b>	Although based at Blacktown, this position works across the whole Blacktown LGA so some travel may be required from time to time.

## ***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.

## ***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>

## ***Recruitment process...***

- 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
- 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...***

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:

- ☐ Employment Application Form (*attachment 1 following*)
- ☐ Response to Selection Criteria Form (*attachment 2 following*)
- ☐ Your resume (*including details of your employment & education history and 2 professional referees*)
- ☐ And a covering letter if you wish

When you have all these prepared, send it to the following email address:

[jobs@totalworkforceservices.com.au](mailto: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](mailto:jobs@totalworkforceservices.com.au)

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

Good Luck!

## *The Position Descriptions...*

### **JOB DESCRIPTION**

#### **Intake Coordinator**

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<b>Hours:</b>	35 hours per week (Maternity Leave position for 14 months)
<b>Date start:</b>	16 <sup>th</sup> March 2020
<b>End date:</b>	31 <sup>st</sup> April 2021
<b>Award/Rate of Pay:</b>	SCHADS AWARD Level: 5.4
<b>Accountabilities:</b>	Accountable to Management Committee through the Executive Officer.

**Position summary:** In summary, to provide an intake, assessment and referral service for women seeking Counselling and Case Management at Blacktown Women's and Girls' Health Centre, to also to provide administrative assistance to BWGHC students. Liaise with other staff and provide follow-up re clients as required. Develop and utilise knowledge of local referral networks that exist in the Blacktown LGA. To provide counselling and case management, and crisis support to women and girls.

#### **DESCRIPTION OF DUTIES**

1. To provide administrative assistance and workplace supervision to all BWGHC students and counselling volunteers, working with the centre's clients.
2. Provide appropriate referrals to other BWGHC services and other local agencies and services.
3. Provide appropriate follow-up of women referred to the Intake service.
4. Provide internal referral to all Centre services as required and external referrals to other Centre groups/activities and other community activities to link socially isolated women in with existing services and activities.
5. Familiarise self with the service network in the Blacktown LGA with particular attention to women and children's services and other community activities.
6. Work with other service providers to raise awareness and participate in partnerships and activities that promote community awareness of domestic violence, childhood sexual assault and resulting emotional health effects.
7. Undertake regular evaluation of Intake and Referral processes.

8. Attend Safety Action Meetings and case conferences; provide letters of support and other support and advocacy services for women as required.
9. To undertake other activities in accordance with the Centre's priorities.
10. It is the responsibility of the worker to be familiar and work according to:
  - Intake and Counselling Procedures of the centre;
  - BWGHC Policies and Procedures;
  - The requirements of her job description (general and specific);
  - The protocols, procedures and duties of her specific job;
  - The Centre's clients' rights policy, confidentiality policy and complaints procedures;
  - Access and equity principles and have sensitivity towards the needs of women of different cultures, sexuality and backgrounds;
  - adhere to the Centre's Code of conduct and Code of Ethics.
11. To complete and participate in annual staff appraisals, complete other and administrative documentation.
12. To adhere to own professional standards and codes of ethics and maintain professional development.
13. Attempt at all times to deal with complaints, conflicts and grievances as they arise and in accordance with the complaints, conflicts and grievances policies and procedures.
14. Work in consultation and partnership with other staff at the Centre and utilise a multi-disciplinary approach to working with women who use the Centre's services as appropriate.
15. To liaise and work in partnership with other agencies and groups.
16. To attend allocated liaison debriefing and / or supervision sessions.
17. To keep accurate statistics of client visits / phone calls/ groups on the forms /databases provided.
18. Participate in the service training and planning days where possible.
19. Keep up to date with current trends and issues in women and children's services and available resources/services.
20. Evaluate own activities and participate in quality improvement activities as required.
21. Provide written reports as required and contribute to the development of service reports when requested.
22. To be aware of and work in accordance with Centre OHS policies and procedures and advise Centre Management of any OHS risks you become aware of.
23. Blacktown Women's and Girls' Health Centre is a smoke-free workplace.
24. To assist students on placement, in negotiation with the Centre Manager.

**Selection Criteria:**

1. Relevant tertiary qualifications or equivalent experience in counselling and case management
2. A minimum of 2 years 'experience in working with women in a counselling and case management/ therapeutic relationships
3. Personal and professional commitment to working within Blacktown Women's and Girls Health Centre's vision, values and feminist framework
4. Relevant experience in intake and student administrative assistance and workplace supervision of students and counselling volunteers
5. Experience in assessment and referral processes
6. Knowledge of domestic violence, sexual assault and child protection issues and how they impact women's, girls and children's health
7. Experience in contributing to individual-to-individual and systematic advocacy relating to key issues affecting women's mental health and well-being
8. Skills in networking and advocacy
9. Computer skills and demonstrated high level written and verbal communication skills
10. Superior time management and workload organisation skills
11. Experience in use of evaluation strategies and tools
12. Experience in record keeping and documentation skills
13. Ability to provide clearance of a NSW Working With Children check (or willingness to obtain)
14. Ability to successfully complete the criminal background check (or willingness to obtain)
15. Current Drivers Licence

*BWGHHC considers being a woman a genuine occupational qualification for this position under Section 31 of the Anti-Discrimination Act.*

Funded by NSW Department of Health Administered by Western Sydney Local Health District and Legal Aid NSW.



## Attachment 1

### Employment Application Form

Personal Details		
First Name:		Surname:
Preferred Name (if different):		
Postal Address:		
Phone	Business Hours:	
	After Hours:	
Email address:	@	

Application Details	
Position you are applying for:	Intake Coordinator (001BWG)
What interested you in applying for this position?	
Where did you see this job vacancy advertised?	
Referee Details  <i>(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.)</i>	Name:
	Organisation:
	Title:
	Phone:
	Name:
	Organisation:
	Title:
	Phone:

**Additional Details**

What is your current work authorisation?

- ☐ I am an Australian Citizen/ permanent resident
- ☐ I hold a current working VISA
- ☐ I require sponsorship to work in Australia

Do you hold a current NSW Driver's License

☐ Yes

☐ No

Have you ever worked for BWGHC House before?

☐ Yes

☐ No

Do you hold a current NSW paid employee Working with Children check clearance?

☐ Yes

Clearance number: WWC \_\_\_\_\_ E  
Expiry date: \_\_\_\_\_ / \_\_\_\_\_

☐ No

- ☐ *My application is imminent; I will have this soon*
- ☐ *I can apply for this if required*

**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 knowledge 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

<b>Your Name:</b>	
<b>Application:</b>	Intake Coordinator (001BWG)

#### **Essential:**

1. At BWGHC, being a woman is a genuine occupational qualification for this position under s.31 of the Anti-Discrimination Act 1977 (NSW). Please confirm you are a woman by ticking this box ☐
2. Please list your tertiary qualifications in relevant field AND/OR equivalent experience in counselling and case management

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3. How many years' experience do you have working with women in a counselling and case management/therapeutic relationship

☐ None

☐ Less than 1 year

☐ 1-2 years

☐ 2-5 years

☐ More than 5 years

4. Please comment on your personal and professional commitment to BWGHC mission and values and working within a feminist framework

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5. What experience do you have in intake and student administrative assistance and workplace supervision of students and counselling volunteers

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6. What experience do you have in assessment and referral processes?

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7. What is understanding of domestic violence, sexual assault and child protection issues and how they impact women/girl's and children's health?

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8. What is your experience in contributing to individual-to-individual and systematic advocacy relating to key issues affecting women's mental health and well being?

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9. Please comment on your skills in networking.

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10. How would you rate your communication skills, time management skills and also computer skills.

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11. What experience do you have in the use of evaluation strategies and tools?

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12. What experience do you have in record keeping and documentation?

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