

Delivery Leader (Safe Homes) Bourke or Cobar

EMPLOYMENT APPLICATION and INFORMATION PACKAGE

Thank you for the interest expressed in the advertised position for a career with CatholicCare Wilcannia-Forbes Limited.

This Package contains:

- Position Advertisement
- Selection Criteria
- Position Description
- Application for Employment form
- Information leaflet “Working with CatholicCare Wilcannia-Forbes Ltd”

If you wish to apply for this position, your completed application **must** include:

1. A Cover Letter
2. Responses to the Selection Criteria
3. Current Resume
4. Completed and signed Application for Employment form

Submit your application before **5.00 pm Friday, 17 May 2024** to:

Email: careers@ccwf.org.au

Post: HR Department
CatholicCare Wilcannia-Forbes Limited
PO Box 957
FORBES NSW 2871

If you have any questions about the vacancy or the application process, please contact the HR Department on **02 6850 1788**. See also our guidelines on submitting applications at <https://ccwf.org.au/about-us/employment/>

CatholicCare is committed to being a Child Safe Organisation by implementing effective child safe policies and practices to safeguard children and young people from harm. Therefore, the selected candidate will need to possess a Working With Children Check number. If you do not possess a Working With Children Check number already, please visit the Office of the Children’s Guardian website to assist you in obtaining a Working With Children Check number.

<https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>





Delivery Leader (Safe Homes) Specialist Homelessness Service Bourke or Cobar

Who is CatholicCare Wilcannia-Forbes (CCWF)?

CCWF are a not-for-profit organisation who provides a broad range of programs and services caring for the wellbeing of individuals, families, and communities, especially the vulnerable and at risk.

CCWF supports parents and children, offering Counselling and Relationship support, services to assist with Financial Counselling and Capability, supporting families affected by Domestic Violence, targeted help for Men and Family Relationship Services, Accommodation and Housing Support, Indigenous Communities' programs and services for Youth.

From humble grass roots beginnings, we have grown to be a vital organisation with over 100 staff serving thousands of individuals in our wide-stretching community. We are extremely proud of our history and our story so far, and we can't wait to add more chapters.

About You!

Are you a **passionate, talented** individual with experience within the Community Housing, Social Services areas? Are you looking to **take your leadership to the next level**, and **broaden your horizons and experiences** in one of the most culturally enriched dioceses of NSW? Are your **values aligned** to our mission and are you **committed** to making a difference in the areas of homelessness, CCWF and regional/rural NSW? Are you ready to take on a new challenge with a level of fulfilment and reward like no other?

Do you have:

- Expert knowledge (or experience) of homelessness, including a commitment to achieving the goals of CCWF and the clients in this field.
- Understanding and the ability of working with vulnerable groups and the underlying causes of homelessness (i.e., addictions, mental health).
- Expert knowledge (or experience) in leading teams.
- Demonstrated experience with achieving key performance indicators.
- Able to create and nourish strong connections with community, and other networks within Bourke/Cobar outlying areas and the greater Social/Housing space.

Then this is the role for you!

What is involved/required from you in the role as a Delivery Leader (Safe Homes):

- Advocate for homelessness and domestic violence, developing subject matter expertise and sharing recommendations to the CatholicCare Safe Homes Portfolio.
- Delivery Leader, through program management, people monitoring and program reporting.
- Delivery and support to the Safe Homes team.





CatholicCare
Wilcannia-Forbes

Why CCWF?

CCWF places major emphasis on empowering individuals, families, and communities, by enhancing social and emotional well-being and strengthening networks of support. The same compassion and care are provided to team members, with a key focus on team members' wellbeing.

CCWF invests heavily into a positive work environment through maintaining the fantastic workplace culture and flexibility (work/life balance). CCWF is also just as focused on enabling career growth and development.

Benefits include:

- Attractive hourly rate starting from \$43.70 (dependent on experience, skills, and qualifications) + Super.
- Advantage Salary Packaging with options up to \$15,900 per annum plus meal and entertainment cards available.
- Four weeks annual leave, additional leave between Christmas and New Year, plus options for flexible work.

For the right candidate, potential additional benefits may be offered, which may include attractive relocation incentives.

This position is full time, based Bourke or Cobar, NSW and offers a maximum term contract until 26 June 2026. If further funding is made available, an additional contract may be offered to the incumbent. An attractive remuneration package is on offer commensurate with your qualifications and experience.

CatholicCare believes that merit-based recruitment is key to maintaining a sustainable and developing organisation, the most capable and motivated staff, and high-quality services to clients. Merit-based recruitment is free of discrimination and provides opportunities for workforce diversity.

For an Information Package please visit:

Website: <https://ccwf.org.au/about-us/employment/>

Email: careers@ccwf.org.au

Phone: 02 6850 1788

Applications close: 5.00 pm Friday, 17 May 2024



Essential Selection Criteria

Delivery Leader (Safe Homes) Specialist Homelessness Services

Please address each of the below essential selection criteria with your application.
Your responses will assist with shortlisting applicants.

Essential

1. Demonstrated experience leading a team and achieving program activity targets and key performance indicators.
2. Highly developed skills in effective communication both written and verbal.
3. Understanding of the complexity of issues affecting vulnerable and disadvantaged clients including domestic and family violence and a demonstrated experience in responding to their needs.
4. Demonstrated capacity to ensure that service delivery for Aboriginal and non-Aboriginal clients are delivered in a culturally appropriate manner.
5. Strong personal values and a commitment to working within the ethos of a Catholic organisation.

Desirable

1. Minimum Certificate IV in Community Services or equivalent.
2. Thorough understanding of social housing tenant issues in Bourke, Cobar, and surrounding areas and knowledge of social housing services and agencies in Western NSW.



Position Description



| | |
|------------------------|-------------------------------|
| Position: | Delivery Leader (Safe Homes) |
| Direct Reports: | Support Workers |
| Department: | Delivery |
| Portfolio: | Safe Homes |
| Manager: | Portfolio Manager (Safe Home) |

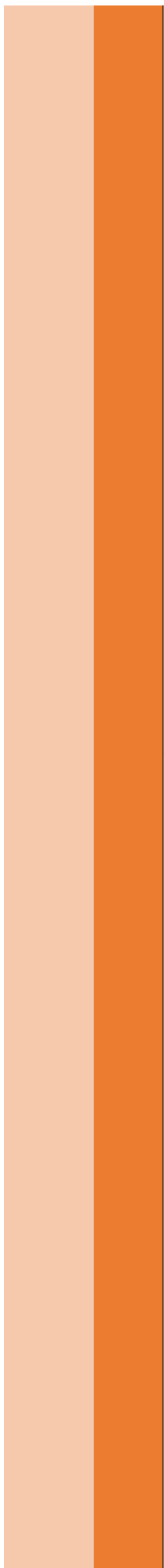
1. Purpose

Delivery in accordance with CCWF vision, mission, and values.

2. Accountability

| | | Area of Accountability | Responsibility | Measurable Outcome |
|------------|-----------|---|---|--|
| Safe Homes | Expertise | Advocate <i>DV</i> 10% / 0.5 days | <ul style="list-style-type: none"> Promotes and advocates for the subject matter across CCWF. Actively engages and participates in expertise learning development using self-learning, networking, and other approved programs. Proactively share knowledge through various medium such as sharing of best practices through publications and presentations. Represent CCWF at regional, state-wide, and national networks. | <ul style="list-style-type: none"> Participates in self-driven learning and development |
| | | Portfolio Recommendations | <ul style="list-style-type: none"> Conduct research within expertise and data analysis on trends and patterns within the portfolio, providing recommendations for opportunities in development, design, and execution. | <ul style="list-style-type: none"> Present one recommendation per quarter. |

| | | | | | |
|------------|------------|---|--------------------|--|--|
| Safe Homes | Leadership | Delivery Leader <i>Section B</i> 40% / 2 days | Program Management | <ul style="list-style-type: none"> Manage and oversee the achievement of program activity targets and KPI's, ensuring reporting submissions, compliance, and contractual requirements are met. Attend monthly portfolio meetings. Develop and delivery of service plans in accordance with program logic and contractual requirements. Provide program related advice and support. Conduct annual program risk assessments and develop risk management plans, in conjunction with Portfolio Manager. Contribute to the portfolio and program evaluation processes, providing insights and recommendation to Portfolio Manager. Implement and monitor risk management plans. Manage program budget and allocation of amounts to activities within service plans. Manage the approval of expenditure requests including training and travel. Participate in cross program auditing and workplace assessment activities in conjunction with Delivery Leader/s and/or Portfolio Manager. | <ul style="list-style-type: none"> Team Activity targets and KPI's met. Achieve delivery of Service Plan/s Achieve Program service delivery budget. |
|------------|------------|---|--------------------|--|--|



| | | |
|--------------------------|---|--|
| <p>People Monitoring</p> | <ul style="list-style-type: none"> • Develop cascading team member KPI's from Program KPI's. • Provide a minimum of monthly supervision to each team member. • Coordinate monthly team gatherings and build cohesiveness, in collaboration with Portfolio Manager and Delivery Leaders. • Observe team member's work and assess performance, reporting to Delivery Performance Manager any issues or concerns. • Conduct performance reviews and probation reviews in of team members in conjunction with Delivery Performance Manager. • Support and assist in the development, implementation and monitoring of performance management or disciplinary action procedures for team members. • Manage the recruitment, onboarding and offboarding processes in accordance with CCWF procedures. • Monitor and regularly assess the training and development needs of team members. • Provide feedback, mentoring and coaching to team members. • Approve timesheets and leave requests. | <ul style="list-style-type: none"> • Achieve minimum of monthly supervision per team member. |
| <p>Program Reporting</p> | <ul style="list-style-type: none"> • Maintain and oversee appropriate data, reporting and statistics for the program, such as: <ol style="list-style-type: none"> a. Review team member reports b. Calculating compliance rates c. Contribute to agency reporting through the submission of program reports. • Prepare funder reports in accordance with funder reporting schedules. • Conduct monthly data audits in line with reporting cycle, to ensure accuracy and completeness of data, files, and reports, such as casework and participant intake and exit data. • Monitor and report on program budget/s monthly, identify any matters for review and suggest any opportunities. • Monitor systems, such as CIMS and PIX databases regularly to ensure that all data and information is inputted timely and accurately. • Conduct analysis of data and participant feedback to achieve Continuous Improvement Framework objectives. • Provide reports as requested within the required timeframe. | <ul style="list-style-type: none"> • Complete monthly audits. • Complete monthly reporting. • Maintain timely and accurate data and information in relevant systems at all times. |



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|---|-----------------|---|--|
| <p>Senior Support Worker Section B 50% / 2.5 days</p> | <p>Delivery</p> | <ul style="list-style-type: none"> • Delivery of service to clients in accordance with the CCWF vision, mission, and values. • Delivery of service plans in accordance with program logic and contractual requirements. • Achieve activity targets including: <ul style="list-style-type: none"> ○ reporting submissions, ○ data collection, ○ compliance tasks, and ○ contractual requirements. • Timely and accurate inputting of all data and information on all relevant systems, such as CIMS and PIX databases, in accordance with CCWF procedures. • Attend monthly meetings. • Provide reports as requested within the required timeframe. | <ul style="list-style-type: none"> • Achieve delivery of Service Plan • Achieve Activity Targets |
|---|-----------------|---|--|

| | |
|----------------------------------|---|
| CatholicCare Core Values | <ul style="list-style-type: none"> Act consistently with CatholicCare values, challenges practices inconsistent with these values, and uses values as a basis for managing relationships and decision making. |
| Workplace Health & Safety (WH&S) | <ul style="list-style-type: none"> Adhere to WH&S policies and procedures to ensure a safe work environment for team member, clients, contractors, and visitors. Identify and report workplace, injury, hazards, and incidents immediately. Implement all WH&S Management processes and systems. Monitor the health and safety of team members, reporting issues or concerns immediately. Participate in WH&S meetings, document implementation and review, site inspections / audits as required. Promote and encourage positive health and wellbeing initiatives. |
| General | <ul style="list-style-type: none"> Adhere to CCWF policies and procedures. Conduct risk identification, assessment, and management procedures in all organisational activities. Acts consistently with CCWF values, challenges practices inconsistent with these values, and uses values as a basis for managing relationships and decision making. Inspire and advocate the CCWF mission and values. Ensure you actively participate in CCWF initiatives and fulfil all requirements in line with prescribed timeframes. Other duties as requested. |
| Career Development | <ul style="list-style-type: none"> Actively pursue ongoing personal and professional development in order to enhance personal and professional contribution to CatholicCare Wilcannia-Forbes. Contribute to and attend regular supervision sessions with the supervisor as delegated and make effective use of supervision. |
| People | <ul style="list-style-type: none"> Participate in organisational change management and encourage an innovative and service orientated culture. Ensure you actively participate in CatholicCare initiatives and fulfil all requirements in line with prescribed timeframes; and Ensure you participate in the CatholicCare Induction process and probation/annual reviews are completed within prescribed timelines. |
| Risk and Governance | <ul style="list-style-type: none"> Ensure you operate in line with CatholicCare policies and procedures. Undertake responsible risk identification and management in relation to conduct of all business activities; and Actively participate in risk reviews and scheduled audits. |
| Engagement & Communication | <ul style="list-style-type: none"> Actively undertake activities to engage stakeholders. Develop communication material to ensure internal and external stakeholders are kept informed. Ensure clear and open communication with all internal and external stakeholders. |

3. Sign off

I acknowledge that I have read and understand the above position description.

Employee Name: _____

Employee Signature: _____

Date: _____

This form can be completed electronically using Microsoft Word or by filling out a printed copy.

| Part 1: Position Details | | | | |
|---|---|----------------|---|------------|
| Position Applying For | | | | |
| Location: | | | | |
| Part 2: Applicant Information | | | | |
| Surname | | First Name | | |
| Residential Address | | Postal Address | | |
| Home Phone | | Mobile No. | | |
| Email | | | | |
| Driver's Licence | Do you have a current driver's licence? | | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| | | Expiry Date | | |
| | Are you medically able to drive? | | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| <i>If "No" please provide details</i> | | | | |
| Residency | <input type="checkbox"/> Australian Citizen <input type="checkbox"/> Permanent Resident <input type="checkbox"/> Entitled to Work by Visa | Gender | <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Indeterminate/Intersex/Unspecified | |
| If entitled to Work by Visa – provide details: | | | | |
| Are you of Aboriginal or Torres Strait Islander Decent? | | | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Part 3: Education History | | | | |
| Course | Year | Institution | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Part 4: Other Relevant Training | | | | |
| Training | Year | Institution | | |
| | | | | |
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| | | | | |
| | | | | |
| Part 5: Employment History | | | | |
| Position Held | Employer | From | To | No. of Yrs |
| | | | | |
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|----------------|------------|--------------|-----------------|
| Approved Date: | 11/10/2023 | Review Date: | 10/10/2025 |
| Version No: | 6.0 | Approved By: | Suzanne Piggott |

**** Please attach your Curriculum Vitae / Resume ****

Part 6: Referees

Employment Referee No. 1

| | |
|------------------------------------|--|
| Name | |
| Position | |
| Business/ Agency | |
| Were they your supervisor? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| If "No", the work relationship was | |
| Contact Phone Numbers | Work: |
| | Mobile: |

Employment Referee No. 2

| | |
|------------------------------------|--|
| Name | |
| Position | |
| Business/ Agency | |
| Were they your Supervisor? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| If "No", the work relationship was | |
| Contact Phone Numbers | Work: |
| | Mobile: |

Part 7: Other Referees

| Name | Relationship | Contact Number |
|------|--------------|----------------|
| 1. | | |
| 2. | | |
| 3. | | |

**** Please note that only the preferred referee's will be contacted ****

Part 8: Child Protection

Please tick the appropriate boxes

| | | | |
|---|--|--|--|
| In respect to child protection legislation in NSW, I acknowledge my obligations under the current legislation: <ul style="list-style-type: none"> • Children and Young Persons (Care and Protection) Act 1998 • Child Protection (Working With Children) Act 2012 • Child Protection (Working With Children) Regulation 2013 • Ombudsman Act 1974 | | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| My Working With Children Check Number (Paid Employee Check) is: | | Expiry Date: | |
| OR: I will provide my Working With Children Check number (paid employee check) to CatholicCare Wilcannia-Forbes if I am successful in obtaining the position applied for. Note: This is an essential requirement of the role. | | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| I understand that I may not apply for, or remain in child-related employment if I am subject to an interim bar, or if I am barred from child-related work. | | <input type="checkbox"/> Yes <input type="checkbox"/> No | |

| | | | |
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| | | | |
|--|--|----------------|--|
| Police Check – I hold a recent (last 30 days) Police Record Check? Note: This is an essential requirement of the role. | <input type="checkbox"/> Yes <input type="checkbox"/> No | Date acquired: | |
| Please advise of any matter that may impact you receiving a cleared Police Check or a WWCC. | | Details: | |

Part 9: Other Information

Please tick the appropriate boxes

| | |
|--|--|
| Have you worked for CatholicCare Wilcannia-Forbes (formerly CentaCare Wilcannia-Forbes) previously? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Do you have any health issues or injuries which would prevent you from carrying out the full range of duties as described in the Position Description? If yes, please provide details: | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| If yes to health issues or injuries, please provide details: | |
| How did you hear about this position with CatholicCare Wilcannia-Forbes? | |
| <input type="checkbox"/> Newspaper <input type="checkbox"/> SEEK <input type="checkbox"/> Jora <input type="checkbox"/> Radio <input type="checkbox"/> CatholicCare Wilcannia-Forbes Website | |
| If not one of the above, please tell us how you heard about this position: | |

Part 10: Acknowledgement and Signature

I certify the information provided in this application form to be accurate. If I am the preferred applicant, I consent to CatholicCare Wilcannia-Forbes contacting my nominated referees, for the purposes of conducting reference checks. I am aware that a check of Police and Office of the Children's Guardian records will be conducted as part of an Employment Screening process and that the existence of a criminal record may affect my employment prospects.

| | | | |
|--|--|---------------------------|--|
| Name | | Date | |
| Signature | | | |
| Name of the person assisting with this application (if applicable) | | | |
| Name | | Date | |
| Signature | | Relationship to Applicant | |

| | | | |
|----------------|------------|--------------|-----------------|
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CatholicCare
Wilcannia-Forbes

**WORKING
WITH US**

ABOUT US...

Established in 1996, CatholicCare Wilcannia-Forbes Limited is the official social service of the Catholic Church of the Diocese of Wilcannia-Forbes, which covers the western 52 per cent of New South Wales.

THE DIOCESE
COVERS
52%
OF NSW



414,398
SQUARE
KILOMETRES



At CatholicCare Wilcannia-Forbes Limited we provide a broad range of programs and services to encourage and support people living in western NSW regardless of religion, race, culture or economic circumstance; adapting services in response to specific needs and developing collaborative partnerships to strengthen the capacity of our rural and remote communities.

We have branches in Bathurst, Bourke, Broken Hill, Cobar, Condobolin, Dubbo, Forbes, Lake Cargelligo, Narromine, Nyngan/Warren, Orange, Parkes and Wilcannia with our team offering a diverse range of programs and services to individuals, families and communities. We also provide outreach services to many communities.

Our Mission

To empower individuals, families, and communities by enhancing social and emotional wellbeing, and strengthening networks of support.

Our Vision

CatholicCare Wilcannia-Forbes has a vision of communities imbued with a spirit of justice, where there is tangible respect for the sacredness of all creation, the dignity of each person and the inherent right of all to participate fully in our co-creative mission.

Our Programs and Services

At CatholicCare Wilcannia-Forbes we provide many diverse programs and services to the rural and remote communities in western NSW to support:

- Parents and Children
- Family and Relationships
- Financial Counselling
- Mental Health
- Homelessness and Domestic Violence.

Management

The CEO of CatholicCare Wilcannia-Forbes Limited is accountable to the CatholicCare Board, which is directly accountable to the Trustees of the Wilcannia-Forbes Diocese.

Portfolio Managers are responsible for the oversight of the services. A corporate support services team is based at our Forbes Head Office to support the branches.

Our Partners

Our work is only possible thanks to the generous support of State and Commonwealth governments, corporations, benevolent trusts, sectors of the Catholic Church and private donors. This support allows us to provide quality programs and services to families and communities of western NSW.

Work With Us

Bound by a shared mission and values, regardless of distance and variety of service outreach, CatholicCare Wilcannia-Forbes provides the atmosphere and conditions that allows staff to develop their skills and move towards reaching their full potential.

At CatholicCare Wilcannia-Forbes we recognise that our greatest resource lies in the quality of our teams and provide considerable investment in professional development across the organisation.

As a Child Safe employer, CatholicCare Wilcannia-Forbes complies with all Child Protection legislation that applies.

Recruiting the Right People

CatholicCare Wilcannia-Forbes aims to recruit the most suitable person for the job and endorses the principles of Equal Employment Opportunity and Affirmative Action. Recruitment at CatholicCare Wilcannia-Forbes is based on merit. The applicant who best meets the selection criteria is the one who will be given preference for appointment to the position.

CatholicCare Wilcannia-Forbes currently employs 30% of Aboriginal team members across all levels within the organisation. We offer support and mentoring for our Aboriginal team members.

All preferred applicants will be subject to formal employment screening (WWCC and Police Check).

New appointees will undergo a probationary period. Employment will be based on the satisfactory completion of probation.

WHY WORK WITH US?

The benefits include:

- As CatholicCare is a not-for-profit organisation you can take advantage of salary packaging which means part of your wages is paid tax free each pay day. The salary packaging limit is up to \$15,900 per annum
- Commitment to quality learning and development
- The opportunity for flexible working arrangements
- A strong commitment to individual supervision for all team members
- CatholicCare Wilcannia-Forbes' commitment to providing a safe working environment for all staff and volunteers
- Commitment to staff wellbeing by providing wellbeing activities to promote mental and physical wellness for all team members
- Colleagues who will support and mentor you as part of a service stream
- Opportunity to assist vulnerable and at-risk community members.

Talk with us about joining the CatholicCare community

Contact our Human Resources team by phoning 02 6850 1788 or email careers@ccwf.org.au