

## Administration & Data Support Officer FORBES BRANCH

### 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 Wednesday, 30 April 2025** to:

Email: [careers@ccwf.org.au](mailto: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>



# Administration & Data Support Officer

## FORBES OFFICE

CatholicCare provides a broad range of innovative social services in response to the needs of communities in Western NSW.

- We are seeking a dynamic and enthusiastic individual to provide support to a highly motivated team.
- You will need excellent customer services skills and a can-do attitude.
- Excellent organisational skills with proven experience in a similar role with competent IT skills including Word, Excel and Outlook.
- The position can be **full-time or part-time** and is based at our **Forbes Office** with a maximum term contract until **18 December 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 qualifications and experience. Only those who specifically address the Essential Selection Criteria will be considered.

### Benefits of working with us

- Access to generous salary packaging (up to \$15,900 of your salary tax free, as well as additional meal & entertainment benefits).
- Professional development and ongoing training.
- Employment Assistance Program.

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:** [ccwf.org.au/about-us/employment](https://ccwf.org.au/about-us/employment)

**Email:** [careers@ccwf.org.au](mailto:careers@ccwf.org.au)

**Phone:** 02 6850 1788

**Applications Close: 5.00 pm Wednesday 30 April 2025**



## Essential Selection Criteria

# Administration & Data Support Officer

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

### Essential:

1. Proven experience in a similar role with proficient IT skills including Word, Excel and Outlook.
2. Demonstrates a high level of confidentiality and integrity.
3. Excellent organisational skills with the ability to manage competing priorities.
4. A flexible, friendly, positive approach to providing excellent customer service.
5. Strong personal values and commitment to working within the ethos of a Catholic organisation.

### Selection Criteria

When applying it is important to prepare an application that demonstrates why you are the best person for the job and how your skills, knowledge and experience match the selection criteria. Applicants need to provide written responses to the essential criteria.

### Helpful Hints

Try these hints when addressing the **selection criteria**:

- Open with a positive statement showing why you have the required skill.
- Provide an outline of a situation where you have used the skill.
- Outline your role or responsibilities in this situation.
- Outline the actions you took to achieve the tasks.
- Describe the results of your actions.
- Remember to use relevant examples and use dot points where appropriate.

### A guide to some key words used in the Selection Criteria

**Demonstrated knowledge of skill** – give examples that prove you have knowledge or possess the particular skills required.

**Ability to** – you may or may not have done this kind of work before. If you haven't you may have some transferable skills, knowledge and experience. Describe things you have done which prove you could do this kind of work, for example, if you need finance ability, have you managed your household budget?

**Experience in** – you need to show you have done this work before. Give examples.

**Effective, proven, highly developed** – these are all asking you to show your level of achievement. Give as much detail as you can while keeping it brief. Give actual examples of your achievements.

**Sound communication skills** – describe your experience in dealing with people, examples of problems you have solved using your communication skills.



# Position Description



CatholicCare  
Wilcannia-Forbes

<b>Position:</b>	Administration & Data Support Officer
<b>Direct Reports:</b>	n/a
<b>Department:</b>	Administration
<b>Portfolio:</b>	Branch Administration
<b>Manager:</b>	Branch Administration Manager

## 1. Purpose

The primary purpose of the role is to be responsible for front of office duties including first point of contact for people accessing CCWF service, providing accurate information on services delivered, supporting clients accessing the Centrelink Kiosk, and supporting all aspects of office administration ensuring the smooth operation of the site. A key role is to support the Contracts Officer to maintain the internal client data system (PIX). This role supports the training of current and new team members in the use of the PIX system and to respond to data requirements by supporting data collection and implementing data analysis, reporting, and upload processes.

## 2. Accountability

Area of Accountability		Responsibility	Measurable Outcome
Branch Administration Administration	Branch Administration 60% Administration	<p><b>Administration and Support</b></p> <ul style="list-style-type: none"> <li>Ensure the smooth operation of the office and ensure the office is presented professionally at all times.</li> <li>Provide welcoming and responsive reception duties</li> <li>Manage car bookings and end of month process.</li> <li>Support and ensure the accuracy and reporting of petty cash on a weekly basis.</li> <li>Provide accurate information to clients regarding CatholicCare programs and other local services.</li> <li>Provide support to local team to enable program delivery.</li> </ul> <p><b>Centrelink Branch Service</b></p> <ul style="list-style-type: none"> <li>Support Centrelink clients with reporting, assistance in the use of clients My Gov accounts and use of the silver service for more complex matters.</li> <li>Assisted agency hours 9am-1pm &amp; Unassisted 1-4pm Monday to Friday.</li> <li>Complete online training as required</li> <li>Compile weekly/ monthly reports on the agent portal</li> </ul> <p><b>Assets</b></p> <ul style="list-style-type: none"> <li>Support the completion and actions of the Workplace Inspection checklist quarterly.</li> <li>Maintain the assets and room booking calendars.</li> <li>Maintain and update local assets register.</li> <li>Ensure all physical assets of the office, including pool motor vehicles, photocopiers, laptops, and phones are maintained as per CatholicCare policies. All faults to be reported in a timely manner.</li> </ul> <p><b>Administration</b></p> <ul style="list-style-type: none"> <li>Keep appropriate records and ensure privacy and confidentiality is maintained.</li> <li>Maintain core and optional client data that is accurate, comprehensive, and timely, and in line with relevant data collection frameworks and protocols.</li> </ul>	<ul style="list-style-type: none"> <li>Ensuring the office is always presented professionally.</li> <li>Communication –                             <ul style="list-style-type: none"> <li>Communicate with branch and Branch Administration Manager as needed to ensure awareness of issues as they arise.</li> <li>Attend and contribute to branch and team meetings.</li> </ul> </li> <li>Accurate recording of client information for referral purposes</li> <li>Thorough Understanding of services delivered locally</li> <li>Completion of administration task required for position.</li> <li>High level of customer service</li> </ul>
	PIX Administration Support 40%	<p><b>PIX Data Administrator</b></p> <ul style="list-style-type: none"> <li>One on one support to PIX Users</li> <li>Monitoring and actioning PIX inbox queries</li> <li>Auditing of PIX data</li> <li>PIX training sessions monthly</li> <li>Adding and removing users</li> <li>Reporting/Exporting data</li> <li>Testing PIX enhancements</li> <li>Collating Subpoenas</li> <li>Assist with data reporting</li> <li>Project work and additional task as required</li> </ul>	<ul style="list-style-type: none"> <li>PIX Maintenance and enhancement tasks as required.</li> <li>Audits and reports done in required timeframes.</li> <li>Monthly training sessions</li> <li>Reporting and communication with Contracts Officer as needed</li> </ul>

Functional Responsibilities

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

3. Sign off

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

Employee Name:

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Employee Signature:

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Date:

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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		
Part 5: Employment History				
Position Held	Employer	From	To	No. of Yrs

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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"> <li>Children and Young Persons (Care and Protection) Act 1998</li> <li>Child Protection (Working With Children) Act 2012</li> <li>Child Protection (Working With Children) Regulation 2013</li> <li>Ombudsman Act 1974</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No
My Working With Children Check Number (Paid Employee Check) is:	Expiry Date:
<b>OR:</b> 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. <b>Note: This is an essential requirement of the role.</b>	<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? <b>Note: This is an essential requirement of the role.</b>	<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 empowers **parents and children**, we offer **financial counselling and capability**, we support **families affected by domestic violence**, we have tailored help for **men and family relationships**, we provide **housing support** and we deliver initiatives to strengthen **Indigenous communities**.

## We are CatholicCare Wilcannia-Forbes

Inspired by our Creator, the CatholicCare Wilcannia-Forbes team is committed to a mission of empowering individuals, families and communities of western NSW, enhancing their social, economic and emotional wellbeing and strengthening their network of support.

## Our Vision

The CatholicCare Wilcannia-Forbes team **shares 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
- The inherent right of all to participate fully in our co-creative mission

PROUDLY PART OF THE CATHOLIC SOCIAL SERVICES NETWORK AND THE DIOCESE OF WILCANNIA-FORBES

THE DIOCESE  
COVERS  
52%  
OF NSW



414,398  
SQUARE  
KILOMETRES



CatholicCare  
Wilcannia-Forbes

### OFFICES

#### Head Office Forbes

136 Lachlan St  
Forbes  
(02) 6850 1788

#### Bathurst

201 Rankin St  
Bathurst  
(02) 6334 2033

#### Bourke

38 Mertin St  
Bourke  
(02) 6872 1551

#### Brewarrina

16-18 Wilson St  
Brewarrina  
(02) 6872 1551

#### Broken Hill

261 Argent St  
Broken Hill  
(08) 8087 3477

#### Cobar

9a Barton St  
Cobar  
(02) 6836 2172

#### Condobolin

42 Bathurst St  
Condobolin  
(02) 6850 1777

#### Dubbo

2C/113 Darling St  
Dubbo  
(02) 6883 4600

#### Lake Cargelligo

21 Foster St  
Lake Cargelligo  
(02) 6898 1629

#### Narromine

12 Dandaloo St  
Narromine  
(02) 6889 4932

#### Nyngan

81 Pangee St  
Nyngan  
0419 688 183

#### Orange

2/121 Byng St  
Orange  
(02) 6360 0587

#### Warren

5 Burton St  
Warren  
0429 403 810

#### Wilcannia

56 Reid St  
Wilcannia  
(08) 8091 5639

#### Parkes

17 Church St  
Parkes  
(02) 6863 5426

SERVING  
THE WHOLE  
COMMUNITY

## Aboriginal Families & Communities

- **Aboriginal Men's Programs:** individual support, group activities and community events with a focus on healthy living and healthy relationships. *Bourke, Broken Hill, Condobolin, Forbes, Narromine, Parkes.*
- **Aboriginal Family Health Services:** educational workshops, individual support, cultural programs and peer groups to support and educate Aboriginal families and communities. *Bourke, Narromine.*
- **Aboriginal Families as Teachers:** playgroups, home visits and other activities to help Aboriginal children aged 0-5 years successfully transition into early childhood education and school. *Bourke, Forbes, Narromine.*

## Families & Relationships

- **Family and Relationship Services:** child development information, anger management courses, Dads in Schools programs, individual support and relationships support to help men and their families maintain positive relationships. *Condobolin, Forbes, Narromine, Parkes.*
- **Regional Family Dispute Resolution:** an impartial service for separated parents to assist with the resolution of parenting disputes and with reaching a post-separation parenting agreement that is in the best interests of the child. *Broken Hill.*
- **Men's Behaviour Change Program:** supports men who cause harm to change their behaviours that stem from deeply-entrenched attitudes that trigger domestic and family violence. Also provides support to female victim-survivors. *Bourke, Condobolin, Forbes, Narromine, Parkes.*
- **Broken Hill Children's Contact Service:** enables children of separated parents to have safe contact with family they do not live with, through facilitated changeover, supervised visits, off-site supervision, supported monitored visits, and unsupervised on-site visits. *Broken Hill.*

## Financial Counselling

- **Financial Counselling:** Financial counsellors negotiate and advocate on behalf of people in financial hardship or at financial risk. Financial capability workers provide financial literacy workshops to individuals and groups in disadvantaged communities. *Multiple locations, inquire with CCWF.*
- **Financial Counselling for People Affected by Problem Gambling:** targeted assistance to support people affected by problem gambling. Also delivers education sessions to create awareness about gambling harm and encourage accessing support. *Multiple locations, inquire with CCWF.*
- **Financial Counselling for People Affected by Disaster:** helps people in declared disaster areas with information, advocacy and connection to holistic support services. *Multiple locations, inquire with CCWF.*

## Homelessness & Domestic Violence

- **Specialist Homelessness Services:** support for people who are homeless or at risk of homelessness, including those experiencing domestic and family violence. *Bourke, Cobar, Condobolin, Cowra, Forbes, Grenfell, Lake Cargelligo.*
- **Staying Home Leaving Violence:** support for women with or without children who wish to stay in their own home or a home they choose while leaving domestic and family violence. *Cowra, Condobolin, Forbes, Grenfell, Parkes.*
- **Reconnect:** individual support, group work and education programs about housing, education and employment for people aged 12-18 years who are homeless or at risk of homelessness. *Bourke, Brewarrina.*
- **SistaCare:** provides peer support and education sessions to women who have experienced domestic and family violence with the aim to build supportive relationships and increase understanding, knowledge and confidence. *Bourke, Condobolin, Forbes, Lake Cargelligo, Narromine, Parkes.*

## Mental Health & Wellbeing

- **Family Mental Health Support Service:** support for children and young people aged up to 18 who are showing early signs of, or at risk of developing a mental illness. *Bathurst, Broken Hill, Forbes, Orange, Parkes, Wilcannia and outreach to nearby towns.*
- **Family and Carer Mental Health Program:** education, support groups, individual support, and advocacy for people caring for someone with a mental illness/mental health challenges. *Multiple locations, inquire with CCWF.*
- **Sustaining Tenancies in Social Housing:** helps people living in social housing who are at risk of tenancy failure to address the issues that are affecting their tenancy. *Forbes, Parkes.*

## Parents & Children

- **FamilyCare:** child development information, peer support groups, playgroups, individual support and home visits for families with children and young people up to the age of 18. *Bourke, Brewarrina, Broken Hill, Cobar, Condobolin, Nyngan, Parkes, Warren.*
- **Communities for Children:** playgroups, child development information, after-school and school holiday activities, and specialised services for families of children with a disability. *Dubbo, Narromine Shire and Wellington.*
- **Targeted Earlier Intervention:** playgroups, child development information, mentoring, peer support, individual support and community activities for families to improve the wellbeing of children. *Bourke, Broken Hill, Forbes, Lake Cargelligo, Narromine, Parkes, Wilcannia.*

**SERVING  
THE WHOLE  
COMMUNITY**