



## **Pole Depot Community Centre Incorporated**

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### **HOW TO APPLY**

#### **When applying for a position, you must:**

- write about your experience and skills. Please write about your experience and skills in each of the areas listed in the 'Selection Criteria'.
- provide the names of two referees and their contact phone number. A referee is someone who is familiar with your work.

If you are selected for an interview, and the interview panel is interested in offering you the position, we will first contact your referees to confirm your skills, abilities and experience.

- provide a copy of your resume.

If the above information is not provided, you may not be offered an interview, as the Interview Panel will be unable to determine your suitability for the position.

#### **Interview Panel**

An Interview Panel comprising three (3) members will be established to cull applications (select suitable applicants for interview), write the interview questions, interview applicants and contact referees.

The Interview Panel may consist of the Pole Depot Centre Director, a Pole Depot Board member and one other.

Pole Depot Community Centre abides by Equal Employment Opportunity principles. Each applicant will be treated fairly and in a non-biased way. Where any member of the Interview Panel knows an applicant, that member must disclose how they know the applicant. If the relationship between the parties is a conflict of interest and will influence the Interview Panel member's ability to provide a fair and non-biased opinion, the Interview Panel member will be replaced as soon as possible.

The Interview Panel has the discretion to interview applicants who may have not clearly addressed all the essential criteria, but have demonstrated potential to fulfil the criteria. This will give the interview panel the opportunity to more fully examine the applicant's credentials.

The Interview Panel will re-advertise the position if there are no applicants who fulfil at least the essential qualifications stipulated in the advertisement.

#### **Culling process for applications**

Once applications are received, and after the closing date, the interview panel will cull applications.

All applications will be treated as confidential and only members of the interview panel will view and discuss applications.

In culling applications, the interview panel will progressively exclude those applicants who do not adequately meet the requirements of the advertised position.

## **Overseas qualifications**

Overseas qualifications will be considered and accepted wherever possible and appropriate.

## **Interview process**

If you are selected for an interview, you will be informed, with reasonable notice, of:

- the time of the interview
- the approximate duration of the interview
- the number of people on the panel
- the place of the interview
- any expectations regarding examples of previous work, etc

Interview questions will be made available to interviewees ten (10) minutes prior to the commencement of their respective interview.

The interview questions will be standard for all interviewees and will be based on the selection criteria and the position description.

## **Decision-making**

The Interview Panel will decide the successful applicant. A member from the Interview Panel will contact the Referees of the successful applicant. The information received will be confidential and shared only with the Interview Panel.

A member of the Interview Panel will contact the successful Applicant. Once the position has been accepted, unsuccessful applicants will be informed of the outcome of their application.

# Neighbourhood Co-ordinator

**All team members are employed by the Pole Depot Community Board. The aim of the Centre is to provide information, support, programs and referral and address the needs of the local community.**

**Responsible to:** Manager, Community Service Programs

**Responsible for:** Co-ordinating the Neighbourhood programs, community development

**Objective of service:** To provide quality programs, assessment, information and support to people with dementia, young adults with a disability and other groups in the community as identified in the Neighbourhood strategic plan.

## **ORGANIZATIONAL RESPONSIBILITIES**

- Identify and recommend potential Board members to the Manager
- Involvement in development of strategic plan
- Include implementation of strategic plan objectives in annual program and work plans
- Contribute suggestions to policy development
- Provide input to the development of submissions/tenders where required
- Adhere to the administrative process of the Centre
- Adhere and respect the values, policies and procedures of the Pole Depot Community Centre
- Actively contribute to meetings of the Centre
- Operate within the Delegation & Decision-Making Matrix of Pole Depot
- Networking with relevant organisations and agencies
- Perform your duties in line with the expected team member conduct to be welcoming, caring, warm, helpful and friendly

## **PROGRAM MANAGEMENT AND CLIENT RELATIONS**

- Collect data on needs (for planning purposes), including Annual Needs Analysis of St George area
- Undertake annual program service planning and implementation
- Recommend to Manager re new initiatives within existing programs/services
- Draft service policies, procedures and standards
- Ensure good understanding of programs in own work area and work according to program guidelines and standards
- Perform duties in line with Quality Assurance and Quality Management Standards
- Maintaining an understanding of community/client needs and engaging in planning, strategic direction setting and implementation of new directions
- Co-ordinate and evaluate the implementation of program policies and service standards
- Undertake program service evaluations and prepare draft report identifying opportunities for improvement and report to Manager
- Respond to complaints and attempt resolution in a timely and effective fashion – refer complainant to next level of management if complaint unresolved
- Record complaints and report to Manager

## **FINANCIAL MANAGEMENT**

- Adhere to the financial reporting requirements of the Centre
- Assist the Manager in the monitoring of service income and expenditure
- Prepare program budget information with input from team members

## **HUMAN RESOURCES**

- Provide input into review of job descriptions for project team members
- Participate in selection panels where appropriate
- Provide information to Manager on training needs of team members or self
- Support the Manager in the management of team members
- Adhere to OH&S and safe work practices
- Attend and participate in Performance reviews quarterly to identify key activities to be undertaken that quarter
- Attend regular supervision with the Manager to monitor and review progress

## **SPECIFIC RESPONSIBILITIES**

- Promote the service and its programs to prospective clients and relevant organisations in the St George area; with a focus on access and inclusion principles
- Develop the capacity of the local community through community consultation, identification and development of strengths through support and training
- Develop new outcomes-focused programs in response to identified need and disadvantage
- Prepare reports and submissions to the appropriate bodies for the Board, including the maintaining and reporting on statistics and referrals for the service.
- Submit monthly reports on the service to the Board to reach them one week prior to the meeting
- Attend Board meetings and other meetings relevant to your service, as directed by the CSPM
- Provide group work and individual support to clients as appropriate to the goals of the Neighbourhood program

## **ADMINISTRATION**

- Attend team member meetings.
- Adhere to the policies and procedures of the Centre as outlined in the Quality Systems Manual and follow all administrative requirements as outlined in the Team Member Handbook.

## **TRAINING**

- Attend appropriate training to develop skills relevant to service as approved/directed by Community Service Programs Manager.
- Recruit, supervise, support and train volunteers associated with the program.

This list is not exhaustive; as a team member you will be expected to shoulder responsibility relevant to the position as directed by Centre Management as and when necessary.

## **SELECTION CRITERIA**

### **Essential:**

- Experience in Community development
- Qualifications in welfare
- Experience in work with disadvantaged and new and emerging communities
- Proficiency in Microsoft Word & Excel
- Self Motivated

### **Desirable:**

- Event coordination experience
- Chinese languages
- Car and current drivers license
- Experience with groups
- Good networking skills
- Knowledge of Hurstville LGA

### **Other information relating to this position**

- Salary in accordance with SACS Award, salary packaging available
- Criminal record check will be conducted on recommended applicants