

## Information Pack

### *Community Services Traineeship 38 hours per week.*

Dear Applicant,

TFSS is looking for a highly motivated, conscientious candidate who is looking to kick start their Community Services career through a two-year full-time Community Services Traineeship.

You will receive study time to work towards a nationally recognised **Certificate IV or Diploma in Community Services** in addition to on the job training to enable you to support young people and their families with complex needs.

The position does not require any previous office or community services experience - perfect for any recent school leaver or someone looking for a career change.

#### **The successful candidate will:**

- Have the ability to work Full time (Monday to Friday) for 24 months
  - Have strong communication skills
  - Be well organised
  - Excellent attention to detail
  - Be self-motivated and willing to learn
  - Be able to prioritise and manage time
  - Willingness to work under confidentiality polices
  - Mature and non-judgemental attitude
- Please note eligibility criteria does apply for the Community Services Traineeship. You **MUST** be an Australian or New Zealand citizen, or an Australian Permanent Resident. Qualifications completed after high school may affect your eligibility.

All staff are valued and respected and are presented with genuine opportunities to develop to their full potential. TFSS also recognises the importance of a healthy work/life balance, and you will enjoy some flexibility in your working hours if required.

#### **Included in the package you will find:**

- The Job/Position Description

**Please return your application(s) to:** The Human Resources Officer

**via email to:** [applications@tfss.com.au](mailto:applications@tfss.com.au)

#### **Please ensure that you include the following in your application;**

- Cover letter outlining why you believe you are suited to the role and how you will fulfil the requirements of a Trainee Case Worker.
- Your up to date resume, including two professional referees (a minimum of one must be from within the previous 3 years).

#### **Selection for interview will be based on:**

1. Applicants returning both the above documents,
2. Meeting the traineeship eligibility criteria.

**For more information contact:** Human Resources Officer  
Ph- 02 6763 2333

*Aboriginal and Torres Strait Islander people are encouraged to apply.*

**Applications close when the position is filled**

Position Description	
1. Position Title	Trainee Case Worker
2. Service	Service Stream 4 or 5
3. Program	Homelessness Services
4. Location	Tamworth
5. Reporting Manager	Service Stream Manager
6. Relevant Award(s)	Social, Community, Homecare and Disability Services (SCHADS) Industry Award (MA000100)\Miscellaneous Award Schedule E
7. Classification	National Training Wage
8. Position Terms	24 month Traineeship
9. Probationary Period	6 months

Competencies and Outcomes
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>I. Eligible to complete traineeship</li> <li>II. Self motivated and willing to learn</li> <li>III. Attention to detail</li> <li>IV. Driver's Licence</li> <li>V. Current clearance in relation to Working with Children and or other relevant NSW Police Force checks.</li> <li>VI. Proof of COVID-19 Vaccination</li> </ul>
<p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>I. An understanding of TFSS Programs</li> <li>II. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines</li> <li>III. Understanding of the demographics and relevant issues within the geographical area of the program</li> <li>IV. Registered and comprehensively insured motor vehicle</li> <li>V. First Aid Certificate</li> </ul>

Organisation Objectives
<p>TFSS is a non-government, community based organisation that has been delivering services to families in Tamworth since 1979. It has more than 80 staff across all programs, operating in Tamworth and surrounding areas including Armidale, Inverell, Gunnedah, Narrabri, Quirindi, Manilla and Barraba. TFSS now comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of TFSS is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.</p>

### Mission

We work toward achieving our vision through our purpose, which is to:

1. Strengthen and improve social and personal well-being for individuals, families and communities;
2. Promote access, equality and social justice; and
3. Deliver services of quality and value.

### TFSS Vision

Thriving Communities, Endless Possibilities

### TFSS Values

TFSS is supported by a set of values which guide the way we work, make decisions and provide services.

We define these values as:

- Community: To have a sense of responsibility and contribution
- Leadership: To utilise our position to drive change
- Integrity: To always act with honesty and professionalism
- Partnerships: To work collaboratively to deliver the best outcomes
- Diversity: To accept and appreciate differences

### Program and Position Objectives

- Under supervision support vulnerable young people and their families by undertaking tasks that support case planning and documentation, referrals and appointments, in addition to general administration duties and file maintenance.

### Key Capabilities

Stream	Descriptor	Tier
<b>Community and Interagency Relations</b> (Community engagement, sectoral awareness and working collaboratively with other stakeholders in formal and informal partnerships)	Knowledge of Community	<b>1.1.4</b> Maintains detailed understanding of current community issues and knowledge of relevant organisations.
	Social Justice	<b>1.1.5</b> Demonstrates commitment to social justice and social inclusion.
<b>Professionalism</b> (Skills associated with professional conduct such as self-management, ethical behaviour, taking responsibility, problem solving and initiative)	Time Management	<b>2.1.1</b> Demonstrates punctuality and meets agreed schedules and timelines.
	Ethics	<b>2.1.2</b> Observes Code of Conduct seeks assistance with ethical dilemmas, and manages professional boundaries.
	Taking Responsibility	<b>2.2.3</b> Takes responsibility for work outcomes and enacts authority as defined in role statement.
	Problem solving	<b>2.1.4</b> Demonstrated common sense and uses established strategies to solve routine problems.
	Initiative and Enterprise	<b>2.1.5</b> Contributes to ideas for improved ways of working.

Key Capabilities		
Stream	Descriptor	Tier
<b>Communication</b> (All forms of communication, such as advocacy, negotiation, written and verbal communication and interpersonal style)	Advocacy  Written Communication  Verbal Communication  Public  Interpersonal Skills	<b>3.1.1</b> Actively listens to colleagues and clients and passes on relevant information accurately and appropriately. <b>3.1.2</b> Provides accurate written information using forms, log books and templates appropriate to the task. <b>3.1.3</b> Speaks politely and explains issues and information clearly to clients/members and colleagues. <b>3.1.4</b> Participates actively in staff meetings and shares information to improve work environment outcomes. <b>3.1.5</b> Demonstrates active listening and asks appropriate questions when dealing with clients/members and colleagues.
<b>Leadership and Teamwork</b> (Leadership and challenges associated with working together, such as dealing with difference, conflict, shared goals and team morale)	Strategic Focus  Team Dynamics  Conflict Management  Diversity	<b>4.1.2</b> Follows work plan and prioritises key tasks. <b>4.1.3</b> Openly shares information, participates and contributes to team discussions. <b>4.1.4</b> Considers the views of others and aims for group cohesion. <b>4.1.5</b> Values diversity in team and supports colleagues.
<b>Resources, Assets and Sustainability.</b> (Necessary skills in the effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability.	Equipment and assets	<b>5.1.4</b> Takes care when using and maintaining equipment and aids.
<b>Service Delivery</b> (Working with a broad range of clients, communities and stakeholders, maintaining awareness of client issues and ensuring client dignity and confidentiality)	Diversity  Client confidentiality and dignity.	<b>6.1.4</b> Demonstrates sensitivity and respect for diversity and differences in clients/members. <b>6.1.5</b> Respects client/member confidentiality.
<b>Program Management and Policy Development</b> (Necessary skills in the management of programs, campaigns, projects and contracts as well as policy development and implementation to guide work practices)	Policy Development and Implementation	<b>7.1.1</b> Maintains awareness of policies and applies procedures to daily work activities.

Key Capabilities		
Stream	Descriptor	Tier
<b>Change and Responsiveness</b> (Adapting to a change environment, responding to new and emerging trends through skill acquisition, the use of technology and creative and innovative work practices)	Change adaptability	<b>8.1.1</b> Maintains a positive approach to change and adapts to new or different ways of working.
	Multi-skilling	<b>8.1.2</b> Takes advantage of opportunities for learning and growing skills.
	Technology	<b>8.1.4</b> Uses technology and software applications effectively in accordance with task requirements.
<b>Governance and compliance</b> (Adapting to a change environment, responding to new and emerging trends through skill acquisition, the use of technology and creative and innovative work practices)	Risk Management	<b>9.1.3</b> Ensure that risks are identified and reported in own work context.
	WHS	<b>9.1.4</b> Ensures safety of self and others in work environment.

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Key Competencies	<ul style="list-style-type: none"> <li>Build and maintain a professional rapport with each service program within TFSS.</li> <li>Prioritise to achieve the objectives of TFSS and the objectives of each program.</li> <li>Provide appropriate communication based on the audience receiving.</li> <li>Follow processes and systems to maintain accurate records.</li> </ul>	As per TFSS policies and procedures
Responsibilities	A position at this level may include some of the following inputs or those of a similar value: <ul style="list-style-type: none"> <li>Undertake routine activities of a clerical and/or support nature;</li> <li>Undertake straightforward operation of keyboard equipment including data input and word processing at a basic level;</li> <li>Provide routine information including general reception and telephonist duties;</li> <li>Apply established practices and procedures;</li> <li>Undertake routine office duties involving filing, recording, checking and batching of accounts, invoices orders, stores requisitions and maintenance of an existing records system.</li> </ul>	As required

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Workplace Standards	<ul style="list-style-type: none"> <li>Comply with the Quality Improvement Policy;</li> <li>Promote and demonstrate a commitment to continuous improvement across TFSS;</li> <li>Understand and comply with TFSS policies, procedures and workplace standards;</li> <li>Maintain and ensure privacy and confidentiality</li> <li>Take active responsibility for your own well being in the workplace and gain assistance if required;</li> <li>Use TFSS resources efficiently and effectively and treat them with due care;</li> <li>Advise your manager of any obligations in relation to secondary employment;</li> <li>Report any improper conduct;</li> <li>Assist in the general maintenance, cleanliness and presentation of workplace facilities.</li> </ul>	As per TFSS policies and procedures
Skills, knowledge, experience, qualifications and/or training	<ul style="list-style-type: none"> <li>Developing knowledge of the workplace function and operation;</li> <li>Basic knowledge of administrative practices and procedures relevant to the workplace;</li> <li>A developing knowledge of work practices and policies of the relevant work area;</li> <li>Basic numeracy, written and verbal communication skills relevant to the work area;</li> <li>At this level employers are required to offer substantial on-the-job training.</li> </ul>	As required
Organisational relationships	<ul style="list-style-type: none"> <li>Work under direct supervision.</li> </ul>	As required
Finance and Administration	<ul style="list-style-type: none"> <li>Accurately and objectively report feedback;</li> <li>Ensure completion of timesheets and have them sent through to the Manager daily;</li> <li>Ensure all appropriate receipts and travel claims are sent through with time sheets;</li> </ul>	As per TFSS policies and procedures
Professional Development	<ul style="list-style-type: none"> <li>Participate in 1:1/supervision;</li> <li>Complete training modules as per the requirements of your training contract;</li> <li>Participate and utilise allocated study time effectively.</li> <li>Assist management to identify employee's own professional development needs;</li> <li>Attend relevant professional development opportunities and relevant meetings in order to fulfil your role;</li> <li>Participate in cultural competencies, training and activities;</li> <li>Where required, provide in-house training to other TFSS staff at the completion of training attended outside the service;</li> <li>Actively participate in staff appraisals.</li> </ul>	<p>Successful completion training courses</p> <p>Applied knowledge and skills in the workforce</p>

Position Specific Functions		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Safety & Risk Management	<ul style="list-style-type: none"> <li>Take reasonable care of your own health and safety</li> <li>Take reasonable care that your own acts or omissions do not adversely affect the health and safety of others;</li> <li>Comply, so far as you are reasonably able, with reasonable instructions, policies and procedures to assist TFSS to comply with the Work Health and Safety Act;</li> <li>Raise any concerns in relation to WHS with your Health and Safety Representative or Manager;</li> <li>Report all accidents, incidents, injuries, hazards and equipment faults to your Manager or Health and Safety Representative immediately;</li> <li>Report to work in a fit and proper condition, so that you are able to competently undertake your duties.</li> </ul>	As per TFSS policies and procedures
Client Safety & Child Protection	<ul style="list-style-type: none"> <li>Provide a safe, comfortable physical environment for clients and their children;</li> <li>Assist TFSS with its legal obligations to report to the Community Services Helpline any incidences of child abuse and neglect or if you have reasonable grounds to suspect that a child is at risk of harm to children and/or young people;</li> <li>Report any misconduct committed by staff against a person under 18 years;</li> <li>Ensure that your actions do not expose clients or children to harm;</li> <li>Assist in the reporting any complaints and investigation of all relevant issues as prescribed by the NSW Ombudsman Act 1974 (NSW).</li> </ul>	As per Children's and Young Person's (Care and Protection) Act  Chapter 16 A
Professionalism and Conduct	<ul style="list-style-type: none"> <li>Work as part of a team in delivering quality outcomes for TFSS;</li> <li>Maintain professional relationships with TFSS program, Funding Body/s, community at large and all relevant stakeholders.</li> </ul>	As per TFSS policies and procedures
Complaints	<ul style="list-style-type: none"> <li>All complaints are acted on and handled within policy;</li> <li>Manager is aware of complaints ASAP.</li> </ul>	As per TFSS policies and procedures

Extent of Authority
<ul style="list-style-type: none"> <li>Act within policy and procedure;</li> <li>Work outcomes are clearly monitored;</li> <li>Freedom to act is limited by standards and procedures;</li> <li>Solutions to problems are found in established procedures and instructions with assistance readily available;</li> <li>Project completion according to instructions and established procedures;</li> <li>No scope for interpretation.</li> </ul>



**Decisions that are Referred to your Direct Supervisor**

- All issues that require a sign off/approval from the Senior Manager or those with the delegation of authority to do so;
- Complaints from families or service providers;
- Requests for new business from Funding Bodies;
- Complaints from Funding Bodies.

**Conditions of Employment:**

All TFSS workers are bound by the terms and conditions contained within the:

- TFSS Letter of Engagement;
- The Position Description;
- The relevant Industrial Award (s);
- TFSS Policies and Procedures and program specific protocols and guidelines;
- The TFSS Code of Conduct, as amended and endorsed by the TFSS Board of Directors from time to time.

It should be noted that you may need to perform other duties within your competence and knowledge as directed from time to time to meet our operational needs and we (TFSS) reserve the right to vary the above position description at any time in response to the changing needs of the program and organisation.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Dated

\_\_\_\_\_  
Employee's Name

\_\_\_\_\_  
CEO / Manager's Signature

\_\_\_\_\_  
Dated

\_\_\_\_\_  
CEO / Manager's Name