

# **APPLICATION KIT**

# **COMMUNITY SUPPORT WORKER HOMELESSNESS**



**Hinchinbrook  
Community Support**

**HINCHINBROOK COMMUNITY SUPPORT CENTRE INC.  
71 TOWNSVILLE ROAD, INGHAM Q 4850**

**TELEPHONE: 4776 1822  
EMAIL: [ceo@hcsc.org.au](mailto:ceo@hcsc.org.au)**

Dear Sir/Madam

Thank you for your interest in seeking information regarding employment with the Hinchinbrook Community Support Centre Inc.

Attached information relates to:

- Application Form
- Position Description
- Key Selection Criteria
- Guidelines for Applicants

Please ensure that your application (in triplicate) is complete and comprises –

- An Application Form
- Responses to the Key Selection Criteria
- Curriculum Vitae or Resume

Mark applications 'CONFIDENTIAL' post or hand deliver to:

**The CEO  
Hinchinbrook Community Support Centre  
71 Townsville Road  
Ingham, Qld 4850**

**Applications will be accepted until the position is filled.**

If you have any queries about the position, contact Carmon on 4776 1822.

Yours sincerely

Linda McClelland  
CEO

*Hinchinbrook Community Support Centre is committed to upholding the rights of children and young people to grow and develop in safe, caring environments free from abuse and harm, based on the National Principles and Child Safe Standards for Child Safe Organisations.*

# APPLICATION FORM

(Please complete all questions on this form)

Attach supporting documentation, addressing selection criteria to this application cover sheet.

|  |  |
|--|--|
| <b>Name:</b>   |  |
| <i>Address:</i>  |  |
| <b>Telephone No:</b>   | <b>Mobile:</b>   |
| <i>Position required:</i>  |  |
| <i>Closing Date:</i>   |  |
| <i>Previous employers:</i>   | Do we have permission to contact?      YES      NO   |
| 1. Name of employer:   |  |
| Address:   |  |
| Telephone No:  | Mobile:  |
| Position held:   |  |
| Employment Dates:  |  |
| 2. Name of employer:   |  |
| Address:   |  |
| Telephone No:  | Mobile:  |
| Position held:   |  |
| Employment Dates:  |  |
| 1. <i>Name of Referee:</i>   |  |
| Address:   |  |
| Telephone No:  | Mobile:  |
| Business name:   |  |
| 2. <i>Name of Referee:</i>   |  |
| Address:   |  |
| Telephone No:  | Mobile:  |
| Business name:   |  |
| Do you hold a current Blue Card from the Commission for Children & Young People? | YES      (Expiry date)      NO<br>You will be required to show this card at any interview. |
| APPLICANTS SIGNATURE:  |  |

## **QUALIFICATIONS:**

- Possession of a degree or diploma in relevant discipline (or substantial experience)
- Experience working in a welfare organisation
- Current drivers' licence.
- Commission for Children & Young People 'Blue Card'

## **AIMS OF THE SUPPORTED ACCOMMODATION ASSISTANCE PROGRAM:**

- to provide supported accommodation to individuals and families when the crisis of current or impending homelessness occurs, or in the situation of domestic violence.
- to assist people to establish long-term accommodation and to give ongoing support where necessary.
- to develop appropriate services and programs to alleviate local housing related problems, and.
- to liaise and network with policy making bodies and other agencies.

## **RESPONSIBLE FOR:**

1. Undertaking home visits in relation to tenant support and property maintenance.
2. Undertake to render support and assistance, advocacy, referral or arrange accommodation in HCSC housing or private rental tenancies.
3. Negotiate and liaise with government agencies, real estate agents/landlords and other organisations to fulfil the needs of clients and the aims of the program.
4. Undertaking public relation activities within the ambit of the program.
5. Offer personal and budget counselling, additional to and in conjunction with other specialist agencies.
6. Undertaking administrative tasks to maintain the accountability of the program in relation to correspondence, client records and statistics as well as financial accountability.
7. Attending Committee meetings, seminars, and workshops relevant to the program and staff development.
8. Reporting in writing to CEO.
9. Prepare, collate, and disseminate information about tenancy matters and local housing issues.

**SALARY:**

Social, Community, Home Care & Disability Services Industry Award 2010  
Level 4

**HOURS OF WORK:**

- Full time permanent position.
- Hours need to be worked between 8.15 – 4.00 daily with (1/2-hour unpaid lunchbreak - compulsory)

**COMMENCEMENT DATE:**

ASAP or as negotiated

### **KEY SELECTION CRITERIA**

In order that your application is considered for the position available at Hinchinbrook Community Support Centre each of the following selection criteria must be briefly addressed.

Short listing and selection will be based upon these Key Selection Criteria:

| <b>Selection criteria</b>  |
|--|
| Possession of a degree, diploma in behavioural sciences  |
| Experience in working with families and individuals in crisis.   |
| High level of communication and networking skills with all types of people, including CALD and first nations people.                         |
| Demonstrated level of skill in written and verbal communication, including preparing and presenting correspondence, reports and submissions. |
| An understanding of trauma informed practice and a demonstrated commitment to working within this framework.                                 |
| Proven ability to provide support with a high standard of discretion and confidentiality.  |
| An understanding of the systems that entrench poverty and disadvantage amongst the vulnerable and minority groups within our community.      |
| Proven success in engaging and maintaining an effective working relationship with clients who have complex needs.                            |
| Values that support the organisations culture.   |

# GUIDELINES FOR APPLICANTS

## POSITION DESCRIPTION:

Please read the position description carefully as it:

- allows you to gain an understanding of the requirements of the position and realistically assess your own suitability.
- provides information for the selection panel to develop its selection strategy; and
- outlines the key components of the position including the selection criteria.

## SELECTION CRITERIA:

Selection Criteria is the basis for which a selection panel short lists and selects the most meritorious applicant to a vacancy. Generally, selection criteria are listed in order of priority.

The wording will indicate the required level of knowledge, skill etc. needed for the position. Common words or phrases are “**demonstrated**”, “**proven**”, “**general ability to quickly acquire**”, “**thorough**” and “**sound**”.

**Demonstrated or proven ability** means that you should have successfully performed the activity or used the skill in the past rather than your potential to complete the task/duty.

**General ability or ability to quickly acquire** implies that you have the potential to acquire the skill or knowledge. If you have not had direct exposure with these aspects of work, you could demonstrate your ability by comparing it to similar or equivalent tasks or relevant studies that you have undertaken.

**Thorough or sound** gives an indication that advanced skills or knowledge is required.

## HOW TO APPLY:

Please ensure that you:

1. Submit a complete application comprising of:
  - Application Form
  - C.V. or Resume detailing your skills and work experiences and major responsibilities (paid and/or voluntary).
  - Answers to the Selection Criteria. This should consist of statements, which fully describe how you consider yourself suitable against each of the selection criteria. Wherever possible give specific examples that demonstrate how you have met each of the selection criteria.
  - The names and telephone contact numbers of two (2) people who are able to comment on your suitability.
2. Lodge your application.
3. Mark applications “CONFIDENTIAL” and post, email or hand deliver to:

Email: [ceo@hcsc.org.au](mailto:ceo@hcsc.org.au)

Post: CEO

Hinchinbrook Community Support Centre Inc.

71 Townsville Road, Ingham Q 4850

Deliver: HUB, 52 McIlwraith St Ingham

## **LATE APPLICATIONS:**

No late applications will be accepted.

## **THE SELECTION PANEL:**

A selection panel will comprise of three members of the Hinchinbrook Community Support Centre Inc team. The panel shall have adequate knowledge of the requirements and outcomes of the position, and an understanding of the recruitment and selection process. Selection recommendations will be free from bias in relation to any applicant.

## **THE SELECTION PROCESS:**

- The selection process includes consideration of the applications, short listing and a range of selection techniques applicable to the position selection criteria. The selection technique will be an interview.
- All interviewees will be asked the same set of questions. These questions are developed from the selection criteria and are designed to help the selection panel assess how well you match the ideal profile.
- Generally, you will be asked two types of questions: behavioural and situational. Behavioural questions aim to elicit specific examples of how you have handled situations in the past. Situational questions on the other hand ask you to describe how you would respond in a given situation.
- We suggest you give some thought to the type of questions you may have to answer.
- The final technique used will be Reference checks. A referees will be contacted by a member of the selection panel during the selection process if necessary. This will be to verify information and increase the probability of appointing the best applicant to the position. No referee source will be contacted without the prior consent of the applicant.
- The basis for selection is the relative merit of each applicant in relation to the selection criteria identified in the Position Description. Selection on merit means direct competition between applicants to identify the best person for the position.

## **NOTIFICATION OF APPOINTMENT:**

Once the appointment of the selected candidate has been approved, both the appointee and all unsuccessful applicants will be advised in writing as soon as possible.

## **POST SELECTION FEEDBACK:**

Post selection feedback is available to all applicants on request. This can be arranged through the Chair of the selection panel. Feedback will be based on the applicant's suitability, using the selection criteria as indicators. A comparative assessment in relation to the successful applicant may be given.

Personal information and/or subjective comments about applicants or the selection process itself will not be disclosed.