

ABN 97 470 256 857

POSITION DESCRIPTION

POSITION TITLE:	LinC Recruitment Officer
ACCOUNTABLE TO:	LinC Team Leader Extended Families Australia
PERIOD OF APPOINTMENT:	15 April 2024 to 9 January 2025. This is a contracted maternity leave position.
HOURS OF EMPLOYMENT:	0.8 EFT (60 hours per fortnight) across at least 4 days per week. Extended Families aims to provide a flexible family-friendly environment for staff. Actual start and finish times are flexible and can be negotiated within a core framework and depending on the requirements of the role.

ORGANISATIONAL CONTEXT

At Extended Families, we believe that having joy in one's life and being a part of the community is important for everyone and that friendship and support are important cornerstones of a meaningful and fulfilling life. We focus on facilitating positive connections between people within a community and seek to widen social networks, empower individuals, promote inclusion, and strengthen the bonds people have within their local areas.

We offer an array of programs which focus on building meaningful companionship and social experiences in the community through sports, arts, recreation, and general participation in all life's experiences. One of which is our Linking + Including + Connecting (LinC) program which offers 'one on one' support to assist people with a disability to access the community by building skills to enable participation and providing support for equal access to mainstream activities.

The programs offered by Extended Families are largely funded by the NDIS, and through various government grants. The NDIS is a way to provide support for Australians with a disability, their families, and carers. This scheme aims to maximise choice and control for participants and increase social and economic participation for people with a disability.

SERVICE CONTEXT

LinC (Linking + Including + Connecting) matches quality Inclusion Support Workers (ISWs) to people with a disability, to support with community inclusion and skill development.

LinC Inclusion Support Workers work with people with a disability to develop independent living skills and support people to achieve social, personal, and developmental goals. They also provide support to

enable people with a disability to independently engage in community, social and recreational activities.

ORGANISATIONAL RELATIONSHIPS

REPORTS TO:	LinC Team Leader and ultimately to the General Manager & CEO of Extended Families.
DIRECT REPORTS:	No direct reportsbut with some support provided to Inclusion Support Workers.
INTERNAL RELATIONSHIPS:	The position will work closely with LinC Services Facilitators, the Roster and Data Administrator and Inclusion Support Workers, Support Coordinators and the Administration and Finance staff who provide support to the program.
EXTERNAL RELATIONSHIPS:	The position will liaise and work closely with a network of key disability and NDIS service providers and relevant sources for staff recruitment.
LOCATION:	15/27 Bank Street, Box Hill. Hybrid remote work arrangements are available once competency in the role is achieved. Generally, this will consist of a minimum 2 days in the office.

PRINCIPAL ROLES AND ACCOUNTABILITIES:

The LinC Recruitment Officer is responsible for recruitment, on-boarding and ongoing screening of Inclusion Support Workers. Inclusion Support Workers are employed to provide direct support and assistance to people with a disability to access, participate and be included in their community.

The LinC Recruitment Officer will work as part of a team to achieve the strategic goals of the LinC Program and the organisation.

DUTIES AND RESPONSIBILITIES:

Primary duties:

- To independently manage the recruitment and screening of Inclusion Support Workers who provide direct support to people with a disability in the community. This includes advertising, screening, coordinating interviews, completing reference checks, recording evidence of employment requirements, appointing successful applicants, setting up orientation and e-learning.
- To continuously monitor compliance with ISW screening requirements.
- Supporting with ongoing staff management, this includes ensuring utilisation of staff, staff retention strategies, maintaining staff files and records and other task as required.

Ongoing Tasks:

- Always uphold Privacy and Confidentiality Policies.
- Partner with LinC Team Leader and Services Facilitators to determine staffing needs.
- Update and coordinate position descriptions, advertisements, and templates.
- Coordinate full end to end recruitment cycle including, but not limited to:
 - Maintaining relationships with training providers such as TAFE's and universities to advertise our job opportunities to their students.
 - Advertising position on various recruitment platforms and social media.
 - Screen and shortlist applications.

- Communicate employment information and benefits during screening process.
- Conduct phone screen interviews and arrange job interviews for appropriate applicants.
- Lead the interview panel for applicants.
- Complete reference checks.
- Assess the suitability of applicants.
- Ensure all minimum employment requirements are met prior to engagement.
- Develop and coordinate completion of employment contracts.
- Arrange orientation session and training.
- Manage e-learning platform.
- Keep up to date with the organisation's structure, personnel policy, and federal and state laws regarding employment practices.
- Update roster system, database, and electronic files with employee information.
- Ensure employees maintain up to date minimum requirements in line with current legislation and Extended Families policies.
- Maintain a spreadsheet to monitor mandatory checks, and coordinate updates with staff as needed.
- Manage employee resignation process, following the organisations retention policies.
- Conduct and review exit interviews.
- Maintain and distribute internal vacancy register and managing responses appropriately.
- Participate in HR meetings and support supervision and performance management of ISWs.
- Ensure ISWs are being utilised to their maximum capacity, and work with those who are not to increase their hours.
- Regular review of Inclusion Support Worker pay rates and offer pay increase where needed, including CPI increases.
- Ensure workers can safely complete their work and manage accommodations and capacity requirements as needed.
- Contribute to a culture of positivity and collaboration with Inclusion Support Workers and the LinC team.
- Other duties as requested by the LinC Team Leader.

Organisational responsibilities

- Work within a team environment to enhance the delivery of support services to people with a disability, their families, and carers.
- Remain informed about changes to the NDIS, Extended Families policies and procedures and best practice.
- Participate in supervision and ongoing learning opportunities, attend relevant meetings, and contribute to continuous quality improvement.
- Operate within the budget set for the program.
- Work within legal and ethical frameworks.
- Promote the aims and values of Extended Families.

SALARY AND CONDITIONS:

Award and Salary

This position is subject to the Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010. Appointment will be at a SCHADS Level 3, depending on relevant experience and qualification.

Time in lieu is available with the approval of the line manager.

Salary Packaging

Salary packaging is available for permanent or temporary staff, up to the full Threshold (cap) limit for charitable organisations, which is currently \$15,900 per annum.

Superannuation

A contribution is made based on the base salary of the amount equivalent to the award or occupational superannuation obliged to be paid by the Employer pursuant to the provisions of any industrial award, industry-wide agreement or Commonwealth or State law. Superannuation rates are set by the ATO.

Reimbursement for Expenses

Reimbursement will occur for all out-of-pocket expenses properly and reasonably incurred in performing the duties of this position, as negotiated with the Team Leader or Manager, upon production of evidence of incurring the expenses. This includes authorised travel within work hours.

Employment Entitlements

All employment entitlements are based on the Social, Community, Home Care and Disability Services Industry Award 2010.

Use of private vehicle

All employees driving on Extended Families business must acknowledge and accept that their private vehicle arrangements must meet all the conditions outlined in the Extended Families Motor Vehicle policy including retaining maintaining a valid driver's license, ensuring appropriate car maintenance and insurances.

Conflict of Interest

All employees must act according to Extended Families' Conflict of Interest policy and ensure that when providing supports to service users, any conflict of interest is declared and any risks to service users are mitigated. Employees are required to act in the best interests of service users ensuring they are informed, empowered and able to maximise choice and control.

Equal Opportunity

Extended Families Australia is an equal opportunity employer.

Inclusion and Diversity

Extended Families welcomes the rich diversity of our community and strives to be inclusive for all. As an equal opportunity employer, we promote social inclusion and encourage applications from people with disabilities, Aboriginal and Torres Strait Islander people, those from all cultural backgrounds, and people from the LGBTIQ+ community.

Extended Families wholeheartedly commits to creating a culturally safe environment that honours and empowers Aboriginal and Torres Strait Islander children and adults, actively opposes racism, and ensures their full participation and well-being within our organisation. We acknowledge Aboriginal and Torres Strait Islander peoples as the first inhabitants of this nation and the Traditional Custodians of the lands where we live, learn and work.

Child Safety

Extended Families is committed to ensuring the safety, wellbeing, and empowerment of all children. Discrimination is not tolerated, and we treat every child with dignity and respect.

Zero Tolerance

Extended Families maintains a zero-tolerance policy against abuse directed at people with disabilities. Our commitment is reflected by taking proactive measures to empower all staff with the skills to identify, prevent, and respond to all forms of abuse, neglect, and harm.

Interview

All applicants should be prepared to attend a personal interview.

Right to Work in Australia

Applicants must either be an Australian citizen or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.

Qualifications

Where applicable, successful applicants are required to show proof of formal qualifications prior to formal hire.

Mandatory Screening Checks

All Extended Families staff must undertake a Proof of Identity Check and hold a Victorian Working with Children Check (Employee), NDIS Worker Screening Check Clearance and an International Police Check (if required).

POSITION SELECTION CRITERIA

Mandatory

1. Understanding of the qualities and experience required to provide high quality disability supports such as honesty, integrity, emotional intelligence, self-awareness, professionalism, boundary awareness, positivity, inclusive mindset, etc.
2. Demonstrated ability to identify skills, values, and capabilities of applicants, to ensure we are employing Inclusion Support Workers who meet Extended Families' Values and Mission.
3. Demonstrated knowledge, experience, and competency in disability services.
4. Demonstrated knowledge of and commitment to social justice principles and inclusion, and a passion for supporting the human rights of people with a disability.
5. Demonstrated understanding of the Inclusion Support Worker role.
6. Excellent administrative and organisational skills.
7. Exceptional attention to detail and commitment to maintaining accurate records.
8. Demonstrated ability to manage competing deadlines and prioritise workload.
9. A proactive, solutions focused approach to resolving issues.
10. Ability to work collaboratively and effectively with others.
11. Ability to perform repetitive tasks to a high standard.
12. Demonstrated cultural awareness and sensitivity and ability to work with people from diverse cultural and linguistic backgrounds.
13. Demonstrated highly developed interpersonal and verbal communication skills and the ability to build and maintain strong relationships with service providers, individuals, and carers/families of people with a disability.
14. Demonstrated capacity for basic budget management and analytical skills.
15. Demonstrate ability to identify, measure and report on outcomes.
16. Demonstrated ability to work independently and work effectively as part of a team.
17. Ability to effectively support quality, risk and safety management systems to enhance practice and outcomes, including regulatory requirements.
18. To be computer literate and be proficient in MS Office software such as MS Word and Excel; competent in data entry and maintaining cloud based rostering systems and supporting staff to use mobile technology.
19. Qualification in Disability or Community Services or equivalent (minimum Cert IV) or a qualification in Human Resources with experience working within the Disability Sector.
20. A commitment to working within the Extended Families Values and Mission and to contribute to continuous improvement.
21. Current Driver License and access to a comprehensively insured motor vehicle.

22. You will be required to undergo a Proof of Identity Check, hold an NDIS Worker Screening Clearance, hold a valid Victoria Working with Children Check (Employee) and International Police Check (if required).

Highly desirable

The following criteria are not mandatory for this position but are preferred by the employer.

1. Knowledge of Quality Standards as they relate to the Disability field, quality framework and policy directions.
2. Knowledge of inclusive work practices and cultural competency frameworks.
3. Experience using Salesforce and MYOB.
4. Knowledge of recruitment and HR processes and principals.
5. Previous experience working as a Disability Support Worker.
6. Ability to speak an additional community language(s).

HOW TO APPLY

Enquiries and written applications addressing the key selection criteria, including resume and the names of three (3) referees should be submitted by email to Cheryl Chen, LinC Team Leader, email cheryl@extendedfamilies.org.au and Nicole Leathem, General Manager, email nicole@extendedfamilies.org.au.