



## INFORMATION PACKAGE

### POSITION VACANT

### CASE MANAGEMENT OFFICER – EUROBODALLA FIRE RECOVERY SUPPORT SERVICE (EFRSS)

**\*\*ABORIGINAL FOCUSED\*\***

REF NO: ESC317

CLOSING DATE: 4.30PM MONDAY 25 MAY 2020

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Thank you for enquiring about  
this position.  
If, after reading the information  
in this package, you would like  
further information please  
contact Kathy Arthur on  
(02) 4474 1051



**Collaborative Respectful Team Spirit Professional Open + Trusting**



## Important Information

Use our on-line application system to apply for this position. This can be accessed through the Jobs at Council section of Council's website [www.esc.nsw.gov.au](http://www.esc.nsw.gov.au)

## Claims against the selection criteria

This is the most important part of the application:

- Only applicants who address the selection criteria will be considered for the position.
- The job description outlines the duties of the role and describes the selection criteria that your application will be checked against. It is recommended that you include examples where you can.
- Selection for interview is based on the responses you make to these criteria.
- The selection criteria are mandatory fields in the online application system and you will be required to provide a response to these criteria as part of the application process.

## Prepare your resume (or CV)

- Prepare or update your resume (or CV) including your personal details, education and training, any relevant licences or certificates, employment history and contact details for at least two referees.
- Save your resume as a Microsoft word document or a PDF document, so it is ready for you to attach to your online application.
- Your resume should include a description of your skills, knowledge, personal qualities, experience and how they relate to the position.

Upload your resume, complete all sections of the online process and press submit to lodge your application.

Confidential referee checking will be carried out to verify the information provided in your application and at the interview. We will not contact any of your nominated referees without seeking your permission first.

For further information on how to make a great application don't hesitate to contact the Councils recruitment team on (02) 4474 1016.

## Position Description

# Case Management Officer – Aboriginal Focused - Eurobodalla Fire Recovery Support Service (EFRSS)

|                      |  |
|----------------------|--|
| <b>Position Code</b> | Fixed Term   |
| <b>Division</b>      | Community Arts & Recreation                        |
| <b>Location</b>      | Moruya EFRSS Office                                |
| <b>Band/Level</b>    | Administrative / Technical / Trades Band 2 Level 2 |

## Council values

The Eurobodalla Shire Council is guided by organisational values of collaboration, respect, team spirit, professionalism and openness and trust. These values contribute to the organisation's strategic direction and assist with decision making.

Our values represent 'the way we do things' and underpin the range of professional relationships we have with others in our day-to-day work. By reflecting and upholding our values throughout the organisation, we can make a positive difference for our community and our colleagues.

We are proud to be an equal employment opportunity employer. We have a strong commitment to enhancing equality of employment opportunities for all people, including those from diverse and minority backgrounds.

|                   |                                 |   |
|-------------------|---------------------------------|---|
| <b>Our values</b> | <b>We collaborate</b>           | We ask for and share ideas, insights and knowledge. We find strength and reward in working together.  |
|                   | <b>We are respectful</b>        | We show respect and compassion to each other and our community. When there are issues, we go to the source.   |
|                   | <b>We show team spirit</b>      | We nurture and value our relationships, bringing out the best in each other.  |
|                   | <b>We are professional</b>      | We act with integrity, take pride in our work and always think first of our community. We aim for excellence in all that we do.                         |
|                   | <b>We are open and trusting</b> | We are upfront and sincere and trust our colleagues to respect our honesty and vulnerability. We look for the best in people and expect that in return. |

## Primary purpose of the position

Provide Case Management, as part of the EFRSS to individuals and families affected by the bushfires that occurred in 2019/20, in line with the NSW OEM contract and Council's policies and procedures.

## Main duties and key result areas (KRA)

1. Provide professional and empathetic case management and referral services with government agencies and other relevant service providers to meet identified client needs, including effective problem solving and meeting and reporting on outcomes, in line with the NSW OEM contract.  
*KRA: Case management activities meet client need, ensure appropriate services are in place, and meet agreed outcomes.*
2. Establish and maintain respectful, professional and responsive relationships with clients and other service representatives and support the Coordinator, EFRSS to deliver the service.  
*KRA: Relationships are sound, with good evidence of responsive action and respectful conduct. Client satisfaction surveys result in 90% or above satisfied.*
3. Work with clients to meet their identified needs and develop their capacity to achieve independence and a successful recovery.  
*KRA: Capacity is increased, supports in place, skills are developed which results in increased independence and full economic and social participation.*
4. Assess and mitigate risk in relation to service delivery and maintain your duty of care to clients and the EFRSS service.  
*KRA: Appropriate action taken to minimise risk to clients and to others.*
5. Accurately maintain client records, referral documentation and financial records within Council systems in line with established policies and procedures.  
*KRA: Client and financial records are accurate and current, kept in accordance with legislation and with Council's current policies and procedures.*
6. Contribute to the development and review of processes and procedures in relation to the EFRSS to ensure sound governance.  
*KRA: Evidence of contribution to governance process and procedures.*
7. Follow EEO and diversity principles and practices.  
*KRA: Work practices are compliant with EEO and diversity policies and procedures.*
8. Maintain own health and safety and that of other people at the workplace or those who may be affected by the work being carried out.  
*KRA: Council's WHS Policy and procedures complied with.*

## Qualifications/Experience (Selection Criteria)

### Essential

1. Relevant tertiary qualifications in Case Management, Community, Welfare or Disaster Recovery Services, or related fields, or extensive relevant experience.
2. Significant recent experience working with Aboriginal communities in a case management or referral service capacity. (Aboriginality is highly desirable for this role)
3. Demonstrated experience coordinating, implementing, monitoring and reviewing client services.
4. Excellent oral and written communication skills.
5. High level computer skills with knowledge of Word and Excel and client management software.
6. Willingness and ability to follow EEO and diversity principles and practices.
7. Knowledge of, or the ability to quickly gain knowledge of, Council's WHS Policy and procedures.

### Licence requirements

The following is the list of licence requirements for this role:

#### Mandatory licences required prior to commencement

1. Current Class C Driver's Licence.

*Appointment to this role is dependent on an assessment of the results of a National Criminal History Record Check*

**The requirements outlined in Council's Policies and Codes of Practice apply to all employees of Council**

**EMPLOYEE:** Vacant  
**SUPERVISOR:** Coordinator EFRSS  
**DATE:** April 2020

## CONDITIONS OF EMPLOYMENT

|                        |   |
|------------------------|---|
| Position Title:        | Case Management Officer – Aboriginal Focused - Eurobodalla Fire Recovery Support Service (EFRSS)  |
| Reference Number:      | ESC317  |
| Grading:               | Grade 10 of Council's salary system   |
| Salary Range:          | In the range of \$1,266.18 to \$1,349.08 gross per week comprised of:<br>* \$1,156.33 to \$1,232.04 base salary,<br>* \$109.85 to \$117.04 superannuation (calculated at 9.5%)  |
| Award:                 | Local Government (State) Award 2017   |
| Probation:             | A probationary period of three months applies to new staff members. Ongoing employment is subject to successful completion of the probationary period.  |
| Criminal Record Check: | A satisfactory outcome as a result of a National Criminal History Record Check is required for appointment to this position. Preferred candidates will be asked to consent to this check as part of the pre-employment process. Please note that people with criminal records are not automatically barred from applying for this position and each application will be considered on its merits. |
| Pre-placement Medical: | An offer of employment for this position may be subject to medical clearance to verify that you are safely able to undertake the duties of the position. Pre-placement medical examinations are at Council's expense.   |
| Hours of Work:         | Full-time, 35 hours per week. Office hours are:<br>8.30am to 4.30pm<br>Monday – Friday<br><br>ESC has a Council Agreement which provides for flexibility in working hours by individual agreement between employees and managers.   |



**Location:** Based from Council's EFRSS Office in Moruya, and may be required to work at various locations across the Shire.

**Leave Entitlements:** 4 weeks annual leave per full year of service. Annual leave accrues progressively over a 12 month service period and accumulates from year to year.

3 weeks sick leave on commencement. Additional 3 weeks accumulated on each anniversary of appointment.

ESC is committed to a safe and mentally and physically healthy workplace environment. Council is an equal employment opportunity employer with a smoke free work environment. We encourage applications from people of Aboriginal/Torres Strait Island backgrounds, people with a disability and their carers, people from non-English speaking backgrounds and women.

## EUROBODALLA SHIRE COUNCIL ORGANISATION CHART

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# EUROBODALLA SHIRE COUNCIL DIVISION CHART

