

POSITION DESCRIPTION

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| Title | WfD Activity & Engagement Supervisor |
| Award | Social, Community, Home Care and Disabilities Award (2010) |
| Salary | Level 7.1 (access to salary packaging is available) |
| Position Status | Full-time |
| Location / Base | Warburton |

PURPOSE OF POSITION

This is a hands-on position where your focus will be on engaging Community Development Programme (CDP) participants to facilitate and supervise meaningful Work for the Dole (WfD) activities.

This will involve working with the community to identify, set-up and run WfD activities, recording attendance at activities, providing on-the-ground supervision, helping participants to achieve their aspirations and working with participants to improve their employability.

REPORTS TO

Coordinator, Community Development Programme

ABOUT NGAANYATJARRA COUNCIL

Ngaanyatjarra Council ('NCAC') was incorporated in 1981 with the aim of supporting the development of all Ngaanyatjarra people. At the core of this work was assisting the Ngaanyatjarra Communities to be strong and sustainable with reliable essential services, air transport, bookkeeping, agency and road transport, fuel distribution, health services, community services and improved housing.

Ngaanyatjarra Council represents the interests of around 2000 Ngaanyatjarra, Pintupi and Pitjantjatjara people living in 11 communities in the Central Desert region of Western Australia. Today, Ngaanyatjarra Council is one of the largest Indigenous Corporations in Australia and has grown to be the major representative body for Ngaanyatjarra people.

Community Development Programme (CDP)

The Community Development Programme commenced on 1 July 2015. Ngaanyatjarra Council is the CDP Provider for the Ngaanyatjarra region and provides a single point of contact for CDP participants and employers.

Under CDP, all adult jobseekers in remote communities aged 18 – 49 years, not in work or study, have to undertake continuous Work for the Dole – 25 hours a week, 5 days per week, 46 weeks per year.

Under CDP, jobseekers receive assistance from Ngaanyatjarra Council to help build their skills, get a job and to participate to their maximum capacity in community development and work-like activities that benefit their community.

Ngaanyatjarra Council works closely with the Ngaanyatjarra Communities to identify and facilitate a range of different community development activities in each community. We

also promote these opportunities to CDP participants while helping them to understand what they need to do to continue receiving income support.

Ngaanyatjarra Communities: Warburton, Warakurna, Wanarn, Wingellina (Irrunytju), Blackstone (Papulankutja), Jameson (Mantamaru), Tjirrkarli, Patjarr, Tjukurla, Kanpa and Kiwirrkurra. Ngaanyatjarra Council is also the RJCP Provider for the Tjuntjuntjara Community, which derives governance from the Paupiyala Tjarutja Aboriginal Corporation (PTAC).

KEY RESPONSIBILITIES

Supervising CDP Participants

- Supervise, support and encourage CDP participants to attend Work for the Dole activities in your community.
- Contribute to the development of work skills and work habits of CDP participants through mentoring, training and support.
- Carry out relevant administrative tasks and assist with documentation of processes for CDP activities.
- Identify and implement appropriate and approved incentives to support attendance at CDP activities.
- Complete timesheets for CDP participants attending your WfD activities and forward to Perth office for processing on CDP IT system.
- Investigate and perform follow up actions to determine reason(s) for non-attendance at WfD activities.
- Instruct and/or coach CDP participants in the correct use and storage of tools and equipment.
- Where possible, incorporate language, literacy and numeracy training for CDP participants into your WfD activities.
- Identify training opportunities to address competency gaps and employment needs in CDP participants.

Manage CDP Activities

- Engage and consult with CDP participants and community members to identify relevant WfD activities in your community.
- Identify, plan and organise WfD activities in your community.
- Develop and implement project activity plans, budgets and risk assessments for CDP activities.
- Review health and safety requirements on a daily basis.
- Ensure CDP participants involved in your WfD activities are aware of health safety procedures and their obligations.
- Organise tools, equipment and materials for your WfD activities.
- Monitor spending in line with budget allocations and delegation limits.
- Allocate tasks to each CDP participant involved in your WfD activities.
- Ensure your WfD activity sites are kept tidy and any potential hazards are eliminated or minimized.

Relief Case Management

- Provide relief case management for CDP participants, including face-to-face appointments and associated IT processes for:
 - initial interviews with participants to inform them of their obligations under CDP, to DHS and determine their participation requirements;
 - developing Job Plans in consultation with participants;
 - initial, re-engagement and ongoing contact appointments with participants to review their progress and determine what assistance they require; and
 - managing participant attendance at Work for the Dole activities.

- Liaise with the Perth office and/or CDP Coordinator about any case management-related issues.
- Encourage and support participants to participate in CDP in accordance with their obligations and Job Plan.
- Ensure accurate, appropriate and timely recording of attendance or non-attendance at appointments in the relevant IT system.
- Liaise with internal and external stakeholders to maximise job seeker outcomes.
- Support participants with obtaining paid employment and conduct appropriate post placement support to enhance sustainability of employment.
- Maintain files, file notes, timesheets, activity lists and relevant forms for participants on your case load to ensure contractual compliance.
- Ensure compliance with OH&S requirements.
- Other duties as directed by management.

Other

- Maintain skills and knowledge in all areas of CDP by research and attending relevant learning and development activities.
- Develop links between CDP participants and employers.
- Mentor and support locally employed CDP Activity Officers and/or Community Liaison Officers employed under CDP.
- Keep communications open with management and other CDP staff regarding current activities and upcoming activities.
- Provide reports to internal and external parties when requested.
- Ensure compliance with OH&S requirements.
- Travel to other Ngaanyatjarra Communities to provide activity supervision as required.
- Other duties as directed by management.

Accountability

- The WfD Activity & Engagement Supervisor is accountable to the Ngaanyatjarra Council, and will report through the management structure as defined above.
- The WfD Activity & Engagement Supervisor will work cooperatively with the Ngaanyatjarra Communities, which have their own governance and reporting responsibilities.
- The WfD Activity & Engagement Supervisor does not have the authority to represent an individual Ngaanyatjarra Community, unless invited to do so by the community.

Efficiency & Effectiveness

- Is quick to respond to enquiries and action where relevant and/or necessary.
- Has high accuracy skills.
- Uses initiative, and completes tasks in a timely manner.

Stakeholder Relationships

- Is proactive in the area of relationship management with all Ngaanyatjarra staff, Ngaanyatjarra Lands based employers, DHS, PM&C, RTO's and Centrelink and will develop an effective working relationship with these agencies through appropriate and honest support and/or feedback
- Ensures communications are appropriate to the Ngaanyatjarra communities, and Ngaanyatjarra Council & its entities within which the role operates.
- Integrates operational inputs with those of other members of Ngaanyatjarra Council's CDP team.
- Maintains good working relationships with Indigenous people and the Ngaanyatjarra communities.

- Demonstrates sensitivity to cultural differences and multiple barriers faced by the long term unemployed.

Teamwork

- Participates willingly in team situations and supports team decisions
- Is proactive at sharing information and ideas with other team members
- Possesses the ability to impart manual skills to CDP participants in a practical setting

Integrity & Ethical Behaviour

- Acts with integrity at all times and ensure that areas of responsibility operate in an open, transparent and accountable manner

SELECTION CRITERIA

The appointee should possess the following skills, abilities and experience;

ESSENTIAL

- Demonstrated skills and/or qualifications in a relevant area
- Excellent relationship building skills including the ability to motivate and build rapport with others
- An ability to communicate effectively with people from a culturally and linguistically diverse background
- Well developed planning, time management and organisational skills
- Shows initiative with a proven ability to work autonomously as well as part of a team
- Have a passion for community development and/or helping vulnerable people in our community
- An ability to supervise WfD activities
- Well developed oral communication skills as well as sound written skills
- Demonstrated MS office computer skills and the ability to use social media
- Current drivers licence with manual driving capacity
- Cleared Police check
- Cleared Working with Children check

DESIRABLE

- Previous experience in Employment Services or use of the ECSN IT system
- Previous experience living and working in a remote community