



Information for Applicants

Position:	IT Support
Employment Basis:	Full Time/Part-Time, negotiable
Ordinary Hours:	Up to 35 hours per week, to be worked Monday to Friday, days and hours of work negotiable.
Pay Rate:	SCHCADS Award; Social and Community Services Employee Level 4-5, Range \$37.54 -\$44.89 per hour, depending on experience. Salary Sacrifice Fringe Benefits also available.

If selected for an interview, applicants must be available to attend in person on a date to be finalised.

Applications ideally to be received by 5pm on Friday 4th March 2022 as interviews will be arranged from this time. Late applications will be considered dependant on the continued position availability.

To apply, please provide:

- a cover letter, addressing all of the “selection criteria” outlined at the end of the attached Position Description;
- an up-to-date resume;
- contact details for two recent employment referees, one from a current or previous supervisor;
- your NSW Working With Children Check number and date of birth (for verification purposes);
- a recent Criminal Record Check if available.

Applications should be emailed to admin@warrina.org.au with the subject heading: ‘IT Support Role’.



Position Description

Position:	IT Support
Reports to:	Financial Administrator
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee; Level 4
Hours of Work:	Negotiable

Position Context:

Warrina Domestic & Family Violence Specialist Services Co-operative Ltd (Warrina) is a not-for-profit organisation providing a range of support services that aim to reduce the incidence and the impact of domestic and family violence on women and children.

Warrina manages a number of services, these include; *Coffs Harbour, Bellingen and Nambucca Homelessness Support Service for Women* - a Specialist Homelessness Service incorporating the Women and Children's Refuge, outreach services and the Women's Resource and Information Centre; the *Coffs-Clarence Women's Domestic Violence Court Advocacy Service*, covering Coffs Harbour and Grafton Local Courts, the *Fixed Address* programme – a case management service for men who use violence; *Engage 2 Change* - Women's and Children's Advocate; the *Staying Home Leaving Violence* - case management for women staying in their homes in Coffs Harbour.

Role:

The IT Support is part-time (hours to be negotiated) and a fixed term (to 30/06/2022) role, funded through a one-off grant, and will be responsible for reviewing and updating the organisation's information technology systems and equipment.

Warrina staff are based across three locations in Coffs Harbour and one office in Grafton, and work from home as required. The organisation employs approximately 30 employees, using Apple computers and mobile phones, email hosting by Google Workspace for Non-profits, and outsourced IT and website support.

All staff are required to work collaboratively and within a feminist framework.

Core Responsibilities:

Review IT Systems & Equipment

- Conduct a review of the organisation's IT systems and equipment in consultation with the relevant staff, with a particular focus on privacy and cyber security. Review to include assessment of communication systems, task management, human resource systems, support for management and governance requirements, and service delivery systems;

Research and implement appropriate IT solutions to support HR management, staff efficiency and collaboration

- Identify gaps in IT systems, and research possible solutions with a view to cost-effectiveness, efficiency and ease of use;
- Develop and implement the approved IT improvement plan;
- Conduct regular checks of IT equipment and assist other staff to update software as required;
- Identify hardware issues and arrange for service/repair;
- Conduct safety/security checks of client IT equipment as requested by case-management staff;
- Carry out ad-hoc IT tasks as directed.

Provide IT guidance and problem solving for staff or source IT training for staff as required

- Provide one-on-one or group support to staff on use of equipment and software;
- Keep staff up to date of current cyber security/safety issues for clients and the organisation;
- Source formal IT training for staff as required.
- Maintain an understanding of relevant legislation relating to privacy and confidentiality on-line.

Document IT Systems

- Develop a procedures document for the organisation's IT systems to enable the organisation's administration staff to maintain the IT systems.

General Responsibilities:

- Comply with organisational policies and procedures;
- Prioritise workload and meet deadlines;
- Participate in staff meetings and staff development activities;
- Produce reports and documents as directed;
- Other duties consistent with the position, as required by the management team.

Key Accountabilities:

- Demonstrate general IT skills, that include familiarity with Apple computers, Apple phones and Google;
- Demonstrate self-direction and initiative;
- Model professional boundaries and ethical standards in interactions with staff, clients and service providers;

Physical Demands and Work Environment:

- Due to the nature of the service, there is an inherent risk of violence in the work environment. Organisational policies and procedures are in place to manage the risk to workers and clients.
- The position requires travel between the office and other locations on a frequent basis as a normal part of duties.

Conditions of Employment:

The conditions of employment are those that apply under the Social, Community, Home Care and Disability Services Award 2010, the National Employment Standards, and the Contract of Employment.

The organisation considers that being female is a genuine occupational qualification under Section 31 of the Anti-Discrimination Act 1977 (NSW).

Selection Criteria:

Essential Criteria

- Good understanding of Information Technology systems
- An ability to model professional boundaries in interactions with clients, staff and stakeholders
- An understanding of privacy legislation and cyber security requirements
- Excellent written/oral communication skills
- A current NSW Drivers Licence
- A Current Working with Children's Check and ability to pass a Criminal Records Check

Desirable Criteria

- Relevant qualifications in Information Technology or at least 2 years' experience in a related position
- Experience with:
 - . Apple Macintosh environment
 - . Google Workspace for Nonprofits (including email hosting and file sharing)
 - . Microsoft 365 for Nonprofits
 - . Website management (currently Wordpress)