

Applicant Pack

Acknowledgement of Country

The Twenty Ten Association Incorporated (Twenty10) is based on the lands of the Gadigal and Wangal peoples. We acknowledge that our work takes place on lands that are under colonial occupation and that sovereignty has never been ceded. We pay our deepest respects to Elders, past and present, and wish to extend this respect to all Aboriginal and Torres Strait Islander People across this Country we know as Australia.

POSITION TITLE: Pride Centre Producer

AWARD: Social, Community, Home Care and Disability Services Industry Award 2010

CLASSIFICATION: Social and Community Services Employee Level 4

POSITION OBJECTIVE:

The Pride Centre Producer is responsible for maintaining community access to the Inner West Pride Centre (IWPC), managing bookings and liaising with hirers to ensure a satisfactory end-to-end user experience. This role also contributes to the Pride Centre and Pride Square curation and programming, coordinates a Community Advisory Group and assists with Pride Centre promotion and community engagement.

REPORTING STRUCTURE:

This role reports to the CEO and has no direct reports.

WORKING AT TWENTY10:

Twenty10 is based on Gadigal and Wangal Country (Sydney) and provides a wide range of support programs for LGBTIQ+ young people (aged 12-25), their families and communities. This includes transitional housing, counselling, case management, social support programs and events, as well as an intake and referral service. We deliver training in working affirmatively with LGBTIQ+ people and we are the state partner for National telehealth peer support service Qlife.

Twenty10 is based at Inner West Pride Centre in the heart of Newtown. We offer some hybrid working options, offer salary packaging, access to an employee assistance program, other health and wellbeing initiatives and pro-rata paid leave over the end of year holiday break when our service closes for part-time and full-time workers.

Twenty10 highly encourage Aboriginal and Torres Strait Islander people, people from CALD / multicultural backgrounds, people with disabilities, and people of all genders to apply.

RENUMERATION, HOURS & LOCATION:

- **Location:** Newtown, Sydney
- **Hours:** Part-time employees at Twenty10 work a 37.5-hour week (7.5 hour days) pro-rata. There is one position available 4 days /week.
- **Pay Rate:** SCHADS Level 4, Pay Point 1
- **Other information:** This role is offering a fixed term contract for 12 months.



HOW TO APPLY:

All applicants must supply the following:

1. A completed **Twenty10 Employment Application Form** with all sections completed including references.
2. Your cover letter outlining how you meet the **Key Skills and Experience** required for this role (3 pages maximum).
3. Your **resume** which should outline your work, volunteer and education experience – as well as any other relevant experience (3 pages maximum).

RECRUITMENT AT TWENTY10:

1. All applications should be submitted through the Ethical Jobs website, and you will receive a notification of your application being received.
2. A selection panel will review all applications, and you will receive either an invitation to attend an interview or an email notifying you that you have not proceeded to interview stage this time. On the occasion, you may receive a phone call if we need to clarify some information you have provided. This process can take up to 4 weeks from the closing date of the position.
3. If you are invited to an interview, you will be provided with an opportunity to meet in person or via Teams. Your interview will be with 2-3 Twenty10 workers, and you will receive the questions for 20 mins, and then an interview for 40 mins.
4. When your interview is scheduled, you will be asked if you have any accessibility requirements and interviews can be done online or in person at the Inner West Pride Centre.



POSITION DESCRIPTION

POSITION TITLE: Counsellor & Care Coordinator Family, Domestic & Sexual Violence

AWARD: Social, Community, Home Care and Disability Services Industry Award 2010

CLASSIFICATION: Social and Community Services Employee Level 5

POSITION OBJECTIVE:

The Counsellor & Care Coordinator, FDSV role works within Twenty10 Client Services Team and will provide a combination of specialist, short-term case management and short-term counselling and therapeutic support to LGBTIQ+ clients aged 12 -25 who have experienced or are experiencing family, domestic and/or sexual violence.

REPORTING STRUCTURE:

This role reports to the Senior Psychologist, Team Leader Counselling and has no direct reports.

PRINCIPAL DUTIES:

SDFV Specialist Support

- Maintain a caseload of LGBTIQ+ clients who have experienced and/or witnessed family domestic and /or sexual violence. Some clients may also be seeking support in relation to gender and/or sexuality, mental health or housing.
- Identify client needs and develop support plans which may include immediate short-term support, as well as longer term needs.
- Develop and provide therapeutic interventions to support clients.
- Develop care co-ordination plans that may include support, applications and advocacy in a variety of settings; medical, educational, family, Centrelink, NDIS and other services.
- Establish and maintain networks with government and other services to facilitate client referrals, advocating on behalf of clients where necessary and appropriate including to access housing and accommodation and legal support and/or court-based services.
- Collaborate with clients, other services, supervisors, and managers to manage and mitigate risk in lived experienced focused and trauma-informed manner.

Quality Service Provision

- Participate in professional development.
- Ensure that complete confidentiality, security and sensitivity is applied to the handling of information and communication of issues.
- Complete regular project review and evaluation procedures for role-specific work with a view to continuously strengthening and improving systems and processes.
- Manage project budgets with the CEO and reconcile own petty cash.
- Participate in whole team meetings, work supervision, external clinical supervision and performance reviews
- Follow, utilise and promote the Organisation's vision, quality standards, guiding principles, Compliance Framework, Policies and Procedures, Core Values and Work Health and Safety (WHS) requirements



- Safeguard vulnerable persons including children in line with organisational policies and procedures.
- Perform any other duty as directed by the Client Services Manager, CEO and the Organisation.

KEY SKILLS & EXPERIENCE

Experience Required

- Minimum two (2) years paid employment in role/s providing support/case management to clients in the field of DFSV and /or management or leadership experience supporting workers in the field of DFSV support.
- Tertiary qualifications in social work, mental health social work, counselling, psychology or equivalent.
- If relevant, current registration with relevant accredited professional bodies such as AHPRA, ARCAP, ACA etc. if relevant,
- A nuanced understanding of the complex issues faced by members of the intersectional lesbian, gay, bisexual, transgender, intersex, queer and asexual (LGBTIQA+) communities, including current health, human rights and psycho-social issues, especially mental health, and suicide prevention.
- Demonstrated experience undertaking psychosocial assessments, safety planning, goal setting and care planning, advocacy, building referral pathways, risk assessment (suicide risk and FDSV risk), and use of evidence-based client outcome measurement tools.
- Demonstrated knowledge of sector specific referral pathways and support co-ordination for young LGBTIQA+ clients.
- Lived experience as an LGBTIQA+ person, including Brotherboys and Sistersgirls.
- Strong computer skills including Microsoft Office (Outlook, Word, and Excel), and an understanding of technical systems both hard and software.
- Demonstrated experience in working with databases and client data management systems.

Aptitude & Interpersonal Skills

- Highly developed organisational and project management skills including managing complex workloads with competing deadlines, including strong self-management skills, being adaptable, responsive, proactive, self-motivated, ability to multi-task and prioritise work systems
- Excellent communication (written and verbal) and interpersonal skills including demonstrated skills and ability to communicate effectively and sensitivity and develop rapport with a wide range of people including those who identify as LGBTIQA+
- Enjoyment of working within a multidisciplinary workplace with complex targets and competing short term/long term demands
- Strong reflective practice and self-care skills, with a commitment to maintaining currency of skills and knowledge
- Strong initiative, positivity and demonstrated ability to work in a fast-paced environment, both independently and as part of a team, and ability for conceptual and strategic problem solving
- Willingness and ability to sometimes work outside of normal business hours and to travel for short periods if required
- Demonstrated understanding of and commitment to safeguarding children and other vulnerable people.

Other qualifications

1. Current NSW Working with Children Check clearance (paid staff not volunteer) and National Police Check Certificate prior to commencement.



POSITION DESCRIPTION

POSITION TITLE: Pride Centre Producer

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CLASSIFICATION: Social and Community Services Employee Level 4

POSITION OBJECTIVE:

The Pride Centre Producer is responsible for maintaining community access to the Inner West Pride Centre (IWPC), managing bookings and liaising with hirers to ensure a satisfactory end-to-end user experience. This role also contributes to the Pride Centre and Pride Square curation and programming, coordinates a Community Advisory Group and coordinates Pride Centre promotion and community engagement.

REPORTING STRUCTURE:

This position reports directly to the Chief Executive Officer and has no direct reports.

PRINCIPAL DUTIES:

Pride Centre Production

- Manage enquiries and bookings for the IWPC, including providing quotes, invoicing, and all related administrative paperwork and processes.
- Maintain accurate venue calendars, booking records and internal systems.
- Work closely with the internal operations team to understand and interpret event requirements, coordinate WHS walk-throughs, and ensure that all bookings follow the terms and conditions of the Pride Centre.
- Plan and coordinate multiple projects simultaneously, ensuring agreed deadlines are met.
- Coordinate the Inner West Pride Centre Community Advisory Group, including organising and leading quarterly meetings.
- Build and maintain strong relationships and partnerships with local businesses, local government and other industry stakeholders in the Inner West LGA.
- Contribute to Inner West Pride Centre programming across key periods including but not limited to Mardi Gras and Pride Month, including leading community engagement during these key periods.
- Ensure operational excellence of the IWPC in relation to Twenty10's operations.
- Assist with promotion and publicity for the IWPC, including coordination and creation of content for the IWPC social media channels and website.
- Contribute to community engagement opportunities where IWPC can be promoted.
- Maintain up-to-date reports detailing IWPC usage.
- Encourage IWPC users to complete feedback surveys post use.
- Report any IWPC defects to the register.
- Assist Operations and Housing Asset Manager with IWPC stock levels for operational excellence.



Organisation and Administration

- Participate in professional development.
- Ensure that complete confidentiality, security and sensitivity is applied to the handling of information and communication of issues.
- Complete regular project review and evaluation procedures for role-specific work with a view to continuously strengthening and improving systems and processes.
- Participate in whole team meetings, supervision and performance reviews.
- Safeguard vulnerable persons including children in line with organisational policies and procedures.
- Perform any other duty as directed by the CEO and the Organisation.
- Follow, utilise and promote the Organisation's vision, quality standards, guiding principles, Compliance Framework, Policies and Procedures, Core Values and Work Health and Safety (WHS) requirements.

KEY SKILLS & EXPERIENCE

Qualifications

1. Current NSW Working with Children Check clearance and National Police Check Certificate upon commencement.
2. Current NSW driver's license.
3. Current Responsible Service of Alcohol (RSA) certificate or willingness to obtain.

Experience Required

1. At least 2 years' experience in event production/coordination within a community setting, or equivalent.
2. A strong understanding of event logistics and production, including technical, staffing, venue/site and operational requirements.
3. Experience managing external stakeholder relationships.
4. Lived experience as an LGBTIQASB+ person.
5. Experience working in community-based groups and facilitating collaborative work.
6. Understanding of WHS principles and risk management frameworks.
7. Strong computer skills including Microsoft Office (Outlook, Word, and Excel), and an understanding of technical systems both hardware and software.
8. Experience managing social media in a community or professional context (desirable).

Aptitude & Interpersonal Skills

1. Highly developed organisational skills including managing workloads and multiple projects simultaneously with competing deadlines, self-management skills, being adaptable, responsive, proactive, self-motivated, ability to multi-task and prioritise work systems.

2. Excellent communication (written and verbal) and interpersonal skills including demonstrated skills and ability to communicate effectively and sensitively and develop rapport with a wide range of people including those who identify as LGBTIQ+.
3. Negotiation skills and demonstrated experience managing working relationships with a range of people including clients and organisational partners and for representing the organisation.
4. Strong initiative, positivity and demonstrated ability to work in a fast-paced environment, both independently and as part of a team.
5. Willingness and ability to work outside of normal business hours and to travel for short periods if required.
6. Demonstrated understanding of and commitment to safeguarding children and other vulnerable people.

KEY PERFORMANCE INDICATORS (KPIs)

- Respond to IWPC enquiries and finalise bookings within the appropriate timeframe.
- Successfully deliver the IWPC community engagement activations.
- Facilitate effective IWPC Community Advisory Group participation, with quarterly meetings held as scheduled.
- Maintain accurate and complete data and submit reports within the timeframes required under the IWPC Service Level Agreement.
- Accuracy, relevance and timeliness of content displayed across IWPC social media channels and front screens including the Street Gallery.
- Accuracy of data entry, filing, documentation and information management within the Organisation's database and systems.
- Follow instructions and complete tasks in a timely, accurate and efficient manner, meeting requirements of the organisation, contracts and required regulatory standards.
- Follow, utilise and promote Organisational Policies and Procedures, Organisational Core Values and Work Health and Safety (WHS) requirements.

Signed by Employee: _____ Date: _____

