

Office Hours: Monday - Friday 8.30am - 5.00pm

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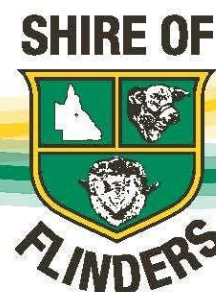
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COMMUNITY CARE SUPPORT WORKER (CASUAL)

VRN: 45/24

Information on the Position:

Flinders Shire Council is seeking to appoint a casual **Support Worker** to the **Community Care team**.

Our Community Care Support Workers deliver a range of in-home care and support services to clients living in Hughenden and surrounding areas within the Flinders Shire.

The position is classified under Division 2 Section 1 Aged Care Services (Other than Nursing) - *Queensland Local Government Industry (Stream B) Award – State 2017*.

The ordinary hourly rate for this position is **\$38.20/hr** inclusive of casual loading.

The award allows your ordinary hours to be up to 76 hours within a work cycle not exceeding 14 days. This means you may be required to work fluctuating hours between Monday to Sunday. Weekend and after-hours work may be required according to client requirements.

Applications for this vacancy will remain open until filled.

Please refer to the “How to Apply” section of this document for information on submitting your application

Information on the Shire:

This position is based at picturesque Hughenden, situated 390km west of Townsville on the banks of the Flinders River. Hughenden possesses all the facilities and opportunities you would expect from a vibrant regional centre including schools, sporting clubs, and great natural landscapes. There is plenty of information on Council and the Shire at Council's website, www.flinders.qld.gov.au.

The town of Hughenden is a “Special Area” for zone rebate purposes. An annual zone rebate may be claimed at tax time each year where the person has lived in the “Special Area” for 183 days or more. More information on the zone rebate and eligibility criteria can be obtained by searching the phrase “zone rebate” at the Australian Taxation Office website, <http://www.ato.gov.au/>.

The Flinders Shire has a population of approximately 1600, the majority of whom live in the town of Hughenden. Hughenden is quite an important regional centre, with a health centre; doctor's surgery open 5.5 days/week; pharmacy; newsagents; electrical store; several hotels/motels, hairdressers, clothing stores, cafes and bakery. There is a State School to Year 12, a Catholic primary school, a kindergarten, and a day care centre. There are two main food stores with some smaller convenience stores as well.

Hughenden is situated approximately 4 hours' drive inland from Townsville, and approximately 2.5 hours' drive inland from Charters Towers. Charters Towers has a population of approximately 13,000 and is a destination of Flinders Shire residents for some shopping excursions, medical appointments, and weekend activities.

Hughenden is accessible by car, bus, rail and plane, with flights on 3 days of the week between Hughenden and Townsville, and Hughenden and Mt Isa.

The town has quite a strong involvement in sport and clubs, some of which are listed on the website: <http://www.flinders.qld.gov.au/sport-and-recreation-clubs>. There is very strong interest in the Shire's golf, netball, tennis, football and bowls clubs particularly.

The Shire is quite popular for camping, bushwalking etc, having 4 unique biodiversity areas and picturesque landscapes such as Porcupine Gorge. Information and pictures of Porcupine Gorge can be viewed at the website <http://www.nprsr.qld.gov.au/parks/porcupine-gorge/index.html>.

Further information and pictures of the unique Flinders Shire landscape can be seen at the following websites:

<http://www.queenslandholidays.com.au/destinations/outback/places-to-visit/hughenden/index.cfm>

<http://www.travelling-australia.info/Journal2011/21JunPtD.html>

Information on the Council:

Flinders Shire Council has approximately 125 employees, spread across the 3 Departments that report into the Office of the Chief Executive.

Office of the Chief Executive Officer

- Investment, Attraction & Economic Development
- Executive Support
- Human Resources

Corporate & Financial Services

- Financial Control
- Information & Communication Technology
- Business & Customer Services
- Governance & Regulatory Compliance
- Workplace Health & Safety

Community Services & Wellbeing

- Community Development & Engagement
- Tourism
- Community Care
- Regional Marketing & Promotion
- Media / Communications

Engineering

- Open Spaces & Community Assets
- Asset Management
- Project Management
- Roads & Infrastructure

Housing Information:

Houses/units in Hughenden typically cost \$150 – \$250 per week to rent. Should applicants be invited to interview, they may wish to arrange housing inspections at that time. Interviewees may wish to seek advice on housing from the Human Resources staff at the time that the interview is arranged.

To apply for this position, please ensure that the instructions outlined in this Vacancy Information Sheet are followed. Thank you!

RECRUITMENT AND SELECTION INFORMATION

SECTION 1: THE APPLICATION PROCESS

Vacancies

Vacancies may, at management's discretion, be advertised internally (i.e. open to existing employees only) if management is confident that there is the interest and capacity to fill the vacancy with a current employee who has the appropriate skills, experience, knowledge etc.

Before you apply

Persons interested in employment with Flinders Shire Council should determine their interest and suitability by:

- Reviewing the Position Description to gain an understanding of the role; and
- Reviewing the requirements of the role to determine if they possess the qualifications, skills and experience necessary to successfully carry out the responsibilities of the role.

Perhaps the most important sections of the Position Description are:

- The Key Responsibilities – this section describes what the person in the position will do;
- The Selection Criteria – this section describes the knowledge, skills, experience and qualifications that the successful candidate requires in order to be successful in the position and is how the Selection Panel will assess an applicant's suitability for the role.

How to Apply

To apply for employment with Council you are required to submit the following:

Resume:

Please include the following details on your resume:

- Personal details including your name, email, postal address and contact number;
- Employment history including dates, tasks and responsibilities/achievements;
- Education, training and professional memberships relevant to the position;
- Activities undertaken outside of work relevant to your application; and
- Details of at least two work referees preferably direct supervisors or managers.

Cover Letter:

A cover letter gives you the opportunity to introduce yourself to the selection panel.

Your cover letter should address the selection criteria contained in the position description.

The best way to set this out is to:

- List each requirement separately and explain how you have the particular skill to meet that criteria.
- Provide an example to demonstrate how you applied that skill.

Remember: The response you provide will inform our decision in inviting you for an interview.

Tips and Advice for Applications

- Check your spelling, grammar and punctuation prior to submitting an application, as errors will be considered by the Selection Panel if written communication skills are a requirement of the role.

- Make sure that your contact details are current.
- Referee contact details do not need to be provided at the time of application; however they should be available upon request, and you should notify your referees that they may be contacted soon.
- Documentation submitted as part of an application will not be returned to the applicant.
- Photocopies of tickets, licences and qualifications can be useful for demonstrating suitability for a role, but it is not mandatory that they be submitted as part of an application. If an applicant is invited to interview, they will be required to present the original ticket/licence/qualification for sighting by the Selection Panel.
- Tax File Numbers, Bank details, Passports and Birth Certificates should never be provided at the application stage.

Submitting an application:

- Vacancies are advertised for a specified period.
- The closing date is outlined in the first section of this document, titled "Information on the Position".
- Applications are to be submitted via email to recruitment@flinders.qld.gov.au

Late applications **may not** be considered unless Human Resources have given consent prior to the application being submitted.

What happens next?

- Applications received by the nominated closing date will be assessed by the panel.
- If your application proceeds to the shortlist, you will be contacted for an interview.
- If you are not shortlisted, you will receive correspondence confirming your application has not been successful.

Enquiries

General enquiries regarding employment with Flinders Shire Council or the selection process for a particular vacancy should be directed to Human Resources on telephone (07) 4741 2900 or by emailing recruitment@flinders.qld.gov.au

SECTION 2: THE SELECTION PROCESS

To ensure all applicants are given a fair and equal opportunity Council utilises a merit-based recruitment and selection process.

Legislative Requirements

Template forms and consistent processes are used for recruitment and selection at Flinders Shire Council. The forms and processes are designed to ensure that fair and transparent decisions are made in the hiring of staff, and that Council complies with legislative anti-discrimination and Equal Employment Opportunity (EEO) requirements. An important aspect of Council's hiring processes is that decisions are made based on the principle of merit – that is, that a vacant position is offered to the person who demonstrates that they have the most relevant experience, skills, knowledge and qualifications in relation to the job. This process promotes fair hiring of people, in that the job is offered to the "best person for the job" rather than a particular person because of traits such as ethnic background, age, religious background and gender; or because they are friends or relatives of current Council employees.

Acknowledgement of Applications

All applicants should receive written acknowledgement of receipt of their application within a fortnight of submitting their application. Applicants will generally only receive verbal acknowledgement or advice from Council if they are invited to interview.

The Shortlisting Process

The process of selecting applicants for interview (or “shortlisting”) is:

- all applications are forwarded to the Selection Panel members. There are typically two (2) to four (4) Selection Panel members for a vacancy;
- each Selection Panel member is also provided with a Shortlisting Assessment Sheet, which they use to independently rate each applicant against the Key Selection Criteria from the Position Description;
- the applicants who demonstrate that they best meet the Key Selection Criteria of the role will be invited to interview. Typically these applicants are the highest-scoring applicants from the shortlisting assessment process. Between one (1) and four (4) candidates will be invited to interview, depending on the role;
- Should an applicant be invited to interview and they have to travel a reasonable distance to attend, Council will generally reimburse for the costs involved in travelling to attend the interview, depending on the distance and preferred method of travel. Some interviews may be conducted via telephone in the first instance.

The Interview Process

The interview process will include:

- interview questions that are designed to assess each candidate’s experience, skills, knowledge and qualifications in relation to the Key Selection Criteria of the role;
- the candidate may be asked to participate in testing to help determine their level of competency.
- the candidate will be asked to present any original tickets, licences and qualifications that they possess which are relevant to the role;
- each Selection Panel member is provided with an Interview Guide for each candidate, that the Panel Member uses to independently rate each candidate against the questions (and therefore the Key Selection Criteria of the role). The Panel Members will take notes throughout the interview of your responses to the questions to assist them in assessing the overall merits of each applicant’s claim to the role in question;
- the candidate who demonstrates that they best meet the Key Selection Criteria of the role will typically become the “preferred candidate” (i.e. who the position will be offered to).

Other Assessments

Other assessments which may take place or be required to determine a candidate’s suitability for the role include:

- referee checks – typically only conducted on the preferred candidate after interview however they may also be used as a shortlisting tool. Typically a minimum of two (2) work-related referee checks will be conducted on the preferred candidate;
- computer tests – for relevant positions;
- literacy and numeracy tests – for relevant positions;
- evidence – for some positions, candidates may be requested to present evidence of previous work at an interview (e.g. present a written report to demonstrate their research/report-writing skills).

The Recommendation Process

Once the Selection Panel has independently rated the interviewed candidates and a preferred candidate has been selected, and other assessments have been conducted as appropriate, the Selection Panel will make a formal written recommendation (using the Appointment Recommendation Form) and forward it with the Vacancy File up the chain of management to the Chief Executive Officer for consideration. Once the Chief Executive Officer has approved an appointment, the Vacancy File will be returned to Human Resources who will advise all candidates and Council staff of the outcome as appropriate.

The Selection Panel does not need to reach consensus on their recommendation. If the Selection Panel is split, the Director or Chief Executive Officer may, after reviewing the vacancy documentation, determine the successful applicant.

Tips and Advice for Interviews

- do not assume that the Panel Members know about your suitability for the position. Be prepared to give examples of your experience and knowledge which demonstrate how you meet the Key Selection Criteria of the role, and how you have performed Key Duties and Responsibilities similar to those of the role you have applied for;
- take time to answer each question. A well thought-out answer presented clearly and concisely will be appreciated by the Selection Panel, even though you may take a few moments to put your thoughts together
- you may wish to bring relevant reports or physical examples of your work into the interview;
- dress as you would for performing the role;
- When the opportunity is presented, ask any questions you may have relevant to the position or Flinders Shire Council.

Communication with Applicants

All unsuccessful applicants will receive written advice of the selection process outcome once the selection process has been finalised and the position has been offered to and accepted by a candidate. All unsuccessful candidates who were interviewed will also be advised via telephone.

Appointment Process

Human Resources will prepare and forward the Employment Contract and associated documentation to the successful applicant.

A Criminal History Check is required for all new appointments, and confirmation of employment depends on this being successfully completed and obtained. The Criminal History Check is only requested by Council during the appointment phase of the successful applicant. The results of the Criminal History Check will generally be received by the new employee between two (2) and four (4) weeks after they request the Check, and therefore may only be received after the successful applicant has commenced work with Council. A criminal history will not necessarily discount a candidate from the position. The Chief Executive Officer will determine whether or not the criminal history may pose a concern to Council.

A pre-employment medical is required for all new appointments, and confirmation of employment depends on this being successfully completed. Human Resources will liaise with the successful applicant during the appointment process to arrange the pre-employment medical, which will be at Council's expense. The medical assessment will include a breath alcohol and urine drug test.

Thank you for your interest in working with Flinders Shire Council.