



THE POSITION

This Fixed Term, Full Time role, until 31 December 2021, is responsible for the day to day management of the Safe House in Wyndham, leading the team of staff, managing their roster. assess client cases, providing them with care and support. Must be responsible for the Safe House Building and its assets and must be able to manage a tight budget. Also work with funding bodies and the relevant stakeholders to ensure the service delivery is managed within the policies and procedures of Ngnowar Aerwah Aboriginal Corporation, and according to relevant funding contracts with external agencies.

ABOUT US

The Ngnowar-Aerwah Aboriginal Corporation is a Substance Misuse service located in Wyndham, providing four main services; Residential Rehabilitation, Sobering up Shelter and Night Patrol, a Community Centre and a Women's Safe House. The Ngnowar-Aerwah Aboriginal Corporation Board is responsible for the governance of the organisation. The Board members are elected by the membership and meet monthly. The Safe House Manager, reports to the Services Manager, who reports to the CEO.

THE PERSON WE SEEK

To be successful in this position, you will have experience managing community service programs with an understanding of issues associated with Domestic Violence and drugs and alcohol. You will have the flexibility to be able to work out of office hours if required and will have excellent written, verbal and teamwork skills to manage relationships with stakeholders, funding bodies, relevant government departments. You will have experience with, and a strong commitment to, working with Aboriginal people and an understanding of their needs and issues. Ideally you will have experience in the delivery of services for people who are affected by the use of alcohol and other drugs, and may have qualifications in the domestic violence and homelessness related fields. If you fit these requirements, we encourage you to apply.

WHAT WE OFFER

A total minimum base salary of \$80,000 per annum is offered depending on your qualifications and experience. Five weeks Annual Leave and generous Salary Packaging benefits are offered. As Ngnowar Aerwah is a Public Benevolent Institution and a remote area employer, they are able to offer a range of benefits to employees based on individual circumstances. These benefits include; 6 weeks Annual Leave with Loading, Annual Leave travel reimbursement, reimbursement for relocation and a comprehensive range of salary sacrificing benefits, including rental and Mortgage interest reimbursement.

APPLICATION DEADLINE

Ngnowar Aerwah members and Indigenous applicants are strongly encouraged to apply. For further information about this position, please email Catherine at info@optimisehr.com.au or call on 0407 744 997. Applications for this position and are to be received before **4:00pm Friday 6th March 2020** by email to info@optimisehr.com.au.

Author: Stanley Nangala	NA Info Pkge Safe house Coord Feb Final.docx	
Version: 1.0	Created: 12/01/2020	Page 1 of 7



APPLICATION PROCESS

If you decide to apply for this position, please include the following:

1. A **covering letter** with information about yourself and your experience
2. A **response to the selection criteria** and
3. A **current resume** with the details of your past employment experience, and the names and contact details of 3 work referees (at least one being a Supervisor/Manager).

HINTS FOR SELECTION CRITERIA:

To be eligible for employment, a person must meet all essential selection criteria as part of the Shortlisting (or selection for interview) process. The information that you provide to us is the way that we decide whether your skills, knowledge and experience meet the Selection Criteria for the position.

The following information is a guide to assist you in your response to the Selection Criteria:

- Describe examples which demonstrate you can meet the criteria.
- Avoid general statements and be clear and concise.

THE SELECTION PROCESS

- Applications are accepted until the closing date as nominated in the ad. Late applications may be accepted, at the discretion of the CEO, in exceptional circumstances.
- Applicants selected for interview will be contacted. Each application is treated confidentially.
- The interview panel will have a structured set of questions to ask each applicant which are relevant to the position.
- After the interview process, reference checks will be undertaken following interviews and only with the nominated referees for the preferred applicant(s).
- The position is offered to the successful applicant as soon as possible after interview.
- In some positions where adequate levels of fitness are required to perform duties, applicants will be required to complete a pre-employment medical. In all other positions a medical questionnaire is completed on commencement only to provide a background to ensure that the job does not aggravate a pre-existing illness, condition or injury.
- All unsuccessful applicants will be notified in writing once the preferred applicant has accepted the offer of employment.

POSITION DESCRIPTION AND DETAILS

A copy of the Position Description is [attached](#). For any further details please contact Catherine Tribble on 0407 744 997.

Author: Stanley Nangala	NA Info Pkge Safe house Coord Feb Final.docx	
Version: 1.0	Created: 12/01/2020	Page 2 of 7



SUMMARY OF CONDITIONS OF EMPLOYMENT AND ENTITLEMENTS

CONDITIONS:

Employment conditions are in accordance with the Award.

SALARY:

A base salary is offered from \$80,000 per annum (depending on qualifications, skills and experience) plus 9.5 % Superannuation.

ADDITIONAL BENEFITS:

The following benefits are offered in your total maximum salary package value:

Annual Airfare Contribution

An amount of up to \$1,000 may be paid to an employee after 12 months service.

Annual Leave Loading

14.58% Leave Loading on 6 weeks Annual Leave (pro rata). (equivalent to 5 weeks at 17.5% Leave Loading)

Rostered Day Off

1 x Rostered Day Off per month (if over 150 hours worked in 4 week period)

Salary Package Options:

Employees are currently able to salary package up to \$15,899 per annum. Benefits such as Rent / Mortgage payments, credit card or loan payments and others are available to employees to package, which has taxation benefits to the employee.

ACCOMMODATION:

We will assist you to find accommodation and provide \$250 per fortnight toward rental costs. Employees are currently able to salary package up to 50% of their Rental costs or 50% of their Mortgage Interest costs.

Relocation Reimbursement

Employees will be reimbursed relocation costs up to \$3000 on production of receipts which have been approved by the CEO.

HOURS OF WORK:

This position is required to work 37.5 hours per week. The current operating hours are 8.00am to 4.30pm. Exact hours and days to be negotiated with GM. Reasonable extra hours may be required as part of this role.

ANNUAL LEAVE:

Employees will be entitled to 6 weeks (30 days) Annual Leave (pro rata) after twelve months continuous service.

Author: Stanley Nangala	NA Info Pkge Safe house Coord Feb Final.docx	
Version: 1.0	Created: 12/01/2020	Page 3 of 7



POSITION INFORMATION PACKAGE
SAFE HOUSE MANAGER

PERSONAL / CARER'S LEAVE:

You will be entitled to 10 Personal Leave days per year.

UNIFORM POLICY:

5 Uniform shirts are provided to Employees on commencement and are required to wear neat office attire with closed in shoes.

SUPERANNUATION:

We currently contribute 9.5% of employees fortnightly base salary to superannuation in accordance with the *Superannuation Guarantee (Administration) Act 1992* (Cth). Employees are able to salary sacrifice additional amounts to a complying superannuation fund if requested.

PROBATIONARY PERIOD:

A three-month probationary period is applicable to this position. At the successful completion of this period your permanency will be confirmed by the CEO. A Probation Period may be extended if required.

PERFORMANCE REVIEWS:

Reviews are undertaken annually by the CEO.

Author: Stanley Nangala	NA Info Pkge Safe house Coord Feb Final.docx	
Version: 1.0	Created: 12/01/2020	Page 4 of 7



POSITION DESCRIPTION

Role Title	Safe House Manager
Name:	
Reports To:	General Manager
Supervises:	All Staff
Position Summary:	<ul style="list-style-type: none"> Responsible for the day to day management of the Safe House in Wyndham, leading the team of staff, providing residents with care and support. You are responsible for the facility and other assets and must be able to manage a tight budget. You will liaise with funding bodies and relevant stakeholders to ensure the service delivery is well managed within relevant requirements.
Duties and Responsibilities	<p>MANAGEMENT</p> <ul style="list-style-type: none"> Identifying and applying strategies that enhance the positive culture of the organisation Role modelling cultural security and sound work principles Ensuring all staff activities are in line with Ngnowar Aerwah Strategic Plan Attending and participating in Management Team meetings and supporting others on the management team as negotiated and needed Attending and participating in the Quality Improvement Committee to ensure continuous quality improvement of all Ngnowar Aerwah programs and activities Ensure all staff have a sound orientation to the service and undertake annual, (or more frequent as required), Performance Reviews of staff Present service updates to the Ngnowar Aerwah Board of Directors at Board meetings as requested by the CEO <p>SERVICE DELIVERY</p> <ul style="list-style-type: none"> Ensure the Safe House run effectively and efficiently on a day-to-day basis, keeping in mind community expectations Ensure safe working conditions are maintained for all staff Ensure a safe environment for clients Develop clear staff rosters ensuring adequate staff coverage of all shifts Relieve Refuge Workers when necessary Ensure all staff fulfil the requirements of their job descriptions Ensure all staff provide up to date documentation for their personnel file as needed e.g. drivers licence Provide appropriate supervision and support for all staff members Ensure all staff are familiar with and operate in accordance with the overall Ngnowar Aerwah Policy and Procedures



- Ensure all staff members are familiar with and operate in accordance with the Safe House policies and procedures e.g. Night Patrol timetable, up to date duties of care workers, night patrollers and night patrol driver
- Facilitate regular meetings of all staff and inform the Services Manager/CEO of staff concerns or emerging issues

ADMINISTRATION

- Keep the Safe House Policy and Procedures manual up to date and ensure all staff have access to this and understand the requirements for their work
- In consultation with the Services Manager and CEO, develop and implement an annual service plan for the Safe House
- Prepare and submit detailed service reports to the Service Manager / CEO as outlined in relevant funding contracts
- Complete Department of Child Protection daily bed count and submit monthly statistics
- Provide a written report to the fortnightly Manager Meeting on the operations of the Safe House
- Maintain an up-to-date assets register
- Maintain a Compliance Register for the Safe House
- Work with the Ngnowar Aerwah Aboriginal Corporation bookkeeper in regard to purchase order control, keeping within the annual budget
- Maintain a record of hours staff have worked and ensure timesheets are lodged with Administration in a timely manner

STAFF MANAGEMENT

- Supervise and manage staff on a daily basis and manage issues as they arise.
- Conduct Performance Reviews for staff supervised.

ADMINISTRATION

- Represent the Safe House to Government and non-Government agencies and the wider community, whilst always acting in the overall interests of the Ngnowar Aerwah Aboriginal Corporation organisation
- Maintain regular contact with representatives from relevant local, Government and non-Government agencies in relation to the Safe House and encourage community support
- Attend and participate in regular staff meetings, the Ngnowar Aerwah Annual General Meeting (AGM) and other meetings and conferences as requested by the CEO/Services Manager
- Participate in Performance Appraisal as directed by Services Manager and/or CEO
- Undertake relevant training as required
- Ensure all work is in line with Ngnowar Aerwah Policies and Procedures
- Work in ways that support and uphold the Ngnowar Aerwah Values



POSITION INFORMATION PACKAGE
SAFE HOUSE MANAGER

	<p>OTHER</p> <ul style="list-style-type: none"> • Perform other duties as required and directed by management.
Level of Authority:	<ul style="list-style-type: none"> • Coordinate programs as directed and advise and discuss GM of issues with the GM • Manage daily staff issues within policy and guidelines.
Required Skills and Attributes (Selection Criteria):	<p>Skills and Experience</p> <ul style="list-style-type: none"> ✓ Demonstrated ability to manage community services programs, including staff management and administration ✓ Understanding of issues associated with domestic violence ✓ Understanding of the issues relating to homelessness and the support and assistance required by people who are homeless ✓ Ability to work outside office hours if necessary, including being on call ✓ Strong commitment to working with Aboriginal people and an understanding of the issues and needs of Aboriginal people ✓ Excellent verbal and written communication skills ✓ Computer and administration skills ✓ Understanding of the role and expectations of the community regarding a community-controlled organisation such as Ngnowar Aerwah Aboriginal Corporation ✓ Demonstrated ability to work effectively in a team environment <p>Qualifications and Licences</p> <ul style="list-style-type: none"> ✓ First Aid certificate or wiliness to obtain one. ✓ Current 'C' class driver's licence (many of the vehicles are manual) ✓ Understanding and commitment to the Ngnowar Aerwah Aboriginal Corporation Values. ✓ National Police Clearance and Working with Children's Check or wiliness to obtain them
Desirable Skills:	<ul style="list-style-type: none"> ✓ Experience in delivery of services for people who are affected by the use of alcohol and other drugs ✓ Understanding of the issues associated with Alcohol and other drug use including intoxication
Acknowledgement and Agreement:	Employee Signature:
	Date:
	CEO Signature:
	CEO Name: _____
	Date: