

LIFE



WITHOUT  
BARRIERS

**Life Without Barriers**

**APPLICATION PACK**

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<b>Position Title:</b>	Cultural Support Coordinator
<b>Incumbent:</b>	Vacant
<b>Business Unit:</b>	Operations Region
<b>Function:</b>	Provide culturally, spiritually and linguistically appropriate support to Unaccompanied Humanitarian Minors (UHMs) in detention.
<b>Location:</b>	Cranbourne
<b>Manager:</b>	Program Manager-Immigration Services

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Thank you for your interest in applying for a position with Life Without Barriers. Our information package regarding the position of Cultural Support Co-ordinator contains the following:

- A position description
- Details regarding our selection process and key policy areas
- An application form
- The LWB Way

Additional information about our organisation, including organisational structure, services and objectives can be found on our website [www.lwb.org.au](http://www.lwb.org.au).

Please do not hesitate to contact us should you have any further queries in relation to your application.

Toby Worswick  
Program Manager

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## SELECTION ON MERIT

All appointments to Life Without Barriers are based on merit. This means that each applicant is assessed on merit against the knowledge, skills, abilities, experience, qualifications and standard of work performance identified in the job advertisement and position description.

The applicant who demonstrates the most merit against these criteria in their application and at interview, is recommended for the position.

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## THE APPLICATION

The job advertisement outlines the responsibilities, location and selection criteria of the position. It also addresses the types of knowledge, skills, abilities and experience that are required to perform the duties of the position. The advertisement also gives a brief description of the job, the name of the enquiries person, an address and a closing date for applications.

Your application must address the essential and any desirable criteria indicated in the Position Description to be considered for an interview. If you do not meet all of the essential requirements specified in the advertisement, or cannot clearly demonstrate that you meet the essential requirements, it is unlikely that you will be considered for the position.

It is your responsibility to convince the selection committee that you are the best candidate for the position. As the selection of candidates for interview is based solely on the information provided in the application, you must ensure that the information you provide is sufficient for the selection committee to assess the strength of your application.

The enquiries contact named in the job advertisement can provide further information about the position and assist in your decision whether to apply. **Applications close 8<sup>th</sup> February 2012.**

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## **THE SELECTION PANEL**

The selection panel is responsible for selecting the best suited candidate for the position. The selection is based on merit and the selected candidate will best satisfy the selection criteria. The selection committee must base its decision on material presented by the applicants in writing, at interview, and from referees. Interview candidates will be advised of the composition of the panel prior to interview.

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## **LIFE WITHOUT BARRIERS CLIENT PROTECTION POLICY**

Life Without Barriers is committed to the safety and protection of clients in our care. As part of our policy regarding this, prospective applicants will need to give permission for the organisation to conduct a Criminal History Check and if appropriate a Working With Children Check. Applicants are also asked to agree to provide information about any outstanding charges and, in the event of employment, agree to advise of any charges referred throughout the period of employment.

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## **PROFESSIONAL AND ETHICAL CONDUCT**

Life Without Barriers has a responsibility to its stakeholders to ensure the professional and ethical conduct of its employees. As such it is important that prospective applicants understand the core values of our Code of Conduct policy as the standard of conduct required. These core values are:

- Treat all the people that we come in to contact with respect and dignity
- Uphold the law, respect community standards, and act accordingly
- Use Life Without Barriers property responsibly and in the best interests of Life Without Barriers and its reputation, and
- Accept that we are responsible for our actions and accountable for the consequences.

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## **EQUAL EMPLOYMENT OPPORTUNITY**

Life Without Barriers is committed to Equal Employment Opportunity (EEO) and providing a working environment free from discrimination, intimidation, victimisation and harassment (direct or indirect). Life Without Barriers applies EEO principles to all recruitment and selection activities.

Life Without Barriers encourages people of Aboriginal and Torres Strait Islander background or people with disability to apply for the position. Applicants who have a disability are encouraged to complete a reasonable adjustment request if they require adaptation to the workplace or role in order to accommodate a disability.

Life Without Barriers via its EEO and Anti-Discrimination Policy aims to create an environment where all workers are valued and respected and have opportunities to develop their full potential and pursue a career path of their choice.

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## **OCCUPATIONAL HEALTH AND SAFETY**

Life Without Barriers is committed to providing a safe and healthy working environment. The organisation believes that all illnesses and injuries can be prevented and supports early intervention in the rehabilitation process. The organisation will adhere to all relevant laws and regulations regarding safety and implement a comprehensive Occupational Health & Safety Program focused upon consultation and continuous improvement.

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To apply, please email your application, addressing the selection criteria in the attached Position Description to [jobsvic@lwb.org.au](mailto:jobsvic@lwb.org.au) or post to:

Life Without Barriers  
Attention: Toby Worswick  
1-3 Brindalee Place  
Cranbourne East Vic 3977



## Position Description

<b>Position Title:</b>	<b>Cultural Support Coordinator</b>
<b>Business Unit:</b>	<b>Operations - Region</b>
<b>Manager:</b>	<b>Program Manager, Immigration Services</b>
<b>Purpose of role:</b>	Provide culturally, spiritually and linguistically appropriate support to Unaccompanied Humanitarian Minors (UHMs) in detention.

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### 1. Reporting Structure:

- 1.1 Position title of direct manager: Program Manager, Immigration Services
- 1.2 Position titles which also report to same manager: Nil
- 1.3 Position titles that report to this position: Cultural Support Worker

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### 2. Key Responsibilities

- 2.1 Supervise and coordinate the day-to-day care and support of UHMs to ensure their wellbeing and effectively address any changes in circumstances.
- 2.2 Develop and implement programs for UHMs. This includes needs assessment, review and the development of transition plans and associated documentation.
- 2.3 Provide skill development to UHMs including: English Language skills, self care skills and independent living skills.
- 2.4 Liaise and negotiate with other agencies to meet the needs of UHMs.

- 2.5 Ensure that all documentation is completed within designated timeframes, is of a high professional standard and meets legislative and organisational requirements.
  - 2.6 Maintain up-to-date client files and ensure compliance with accreditation standards.
  - 2.7 Work collaboratively with UHMs, Cultural Support Workers, Department of Immigration and Citizenship, SERCO, local schools, sporting and recreational groups, and other key stakeholders in order to meet the needs of UHMs.
  - 2.8 Apply culturally appropriate client engagement principles and processes to ensure that the voice of children and young people is heard in planning and implementing their care.
  - 2.9 Provide support and supervision to Cultural Support Workers.
  - 2.10 Take responsibility for ongoing professional development and keep abreast of current and contemporary practices in the field.
  - 2.11 Support and promote the work of Life Without Barriers, maintaining a positive image of the organisation in accordance with level of position.
  - 2.12 Comply with all Life Without Barriers policy, code of conduct, procedures and practices, external funding body requirements and legislation.
  - 2.13 Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.
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### **3. Selection Criteria**

#### 3.1 Essential

- 3.1.1 Tertiary qualifications in social work, or related discipline.
- 3.1.2 Well developed assessment, care planning, problem-solving and documentation skills.
- 3.1.3 Excellent interpersonal communication and team leadership skills, including liaison and negotiation ability, within the team and with other agencies.
- 3.1.4 Demonstrated experience in developing and implementing programs for children and young people to assist their independent living capacity and integration into community.
- 3.1.5 Demonstrated ability to work with traumatised children and young people from a different culture from a child-centred and strengths-based perspective.
- 3.1.6 Demonstrated ability and commitment to work in a culturally appropriate manner with children and young people who are separated from their families and support network.
- 3.1.7 Demonstrated ability to work collaboratively with other agencies; and have the capacity to work autonomously, take initiative in a fast-paced, changing environment and to effectively manage competing priorities.
- 3.1.8 Sound knowledge of current legislation and service agreements that pertain to children and young people, in particular UHMs.
- 3.1.9 Understanding of, and commitment to, the principles of OHS&W, EEO, CQI, Cultural Diversity and Ethical Practice.

3.1.10 Computer literate in a Windows environment, including familiarity with Outlook and Word and sound word processing skills.

3.1.11 Drivers Licence.

### 3.2 Preferred

3.2.1 Prior experience as a Caseworker for children and young people.

3.2.2 Demonstrated understanding of current government casework practices for children and young people in care.

3.2.3 Knowledge and understanding of culturally appropriate client engagement principles and processes.

All positions within Life Without Barriers will be required to undergo probity checks including criminal record checks and working with children check (where relevant to the position)

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## **4. Performance Measures**

4.1 Key Performance Indicators

4.2 Compliance with Position Description

4.3 Demonstration of the *Life Without Barriers Way*

4.4 Compliance with legislative requirements

4.5 Compliance with Life Without Barriers policies, procedures and practices

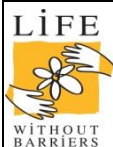
4.6 Contribution to the team and LWB

4.7 Feedback from relevant stakeholders and management

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## **5. Attachments**

5.1 The *Life Without Barriers Way*



## Application for Employment

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Full Name			
Alias/Maiden Name			
Address			
Contact Number			
Email Address			
Date of Birth (if under 18)			
Are you an Australian permanent resident or citizen? You must attach proof of citizenship, permanent residency, or legal entitlement to work in Australia. (Attachment 1 outlines the details of acceptable documents).	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Position Applied For		Location	
Employment Type	<input type="checkbox"/> Part time <input type="checkbox"/> Full time <input type="checkbox"/> Casual		
Where did you see the position advertised?			
Professional Referees	Referee 1	Referee 2	
Name			
Organisation			
Phone number			
Email address			

<p>I understand that Life Without Barriers may wish to contact my referees and I authorise them to do so.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>LWB is committed to the principles of EEO and we encourage people of Aboriginal and Torres Strait Islander background or people with disability to apply for positions.</p>	
<p>Do you identify as having a disability?</p> <p>If you answered yes, please provide details of any adjustments you believe you require during the recruitment process or if you are successful in the position.</p>	<input type="checkbox"/> Yes* <input type="checkbox"/> No Details: *HR please forward applicant the request for reasonable adjustment form
<p>Do you identify as being of Aboriginal or Torres Strait Islander background/descent?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>Do you require translation assistance during an interview or in order to understand organisational documentation?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No Language:
<p>I am willing to undergo a Working With Children Check (if applicable to the position) and a National Criminal Record Check and provide 100 points of identification.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>Have you ever been convicted of a criminal offence?</p> <p>If YES, please provide the details:</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>Do you have any convictions for offences involving anyone under 18 years of age and/or any sex offences?</p> <p>If YES, please provide the details</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>I am willing to attend a medical review if and when required by Life Without</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

Barriers.	
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NB: Life Without Barriers has a Duty of Care responsibility to Service Users, Staff and Volunteers. The following question relate to this Duty of Care responsibility.

Do you have, or have you had, any medical, including physical condition, injury or psychiatric condition which may affect your capacity to carry out the inherent requirements of the position being applied for, or if by carrying out the duties of the position your medical condition or health could be adversely affected? (You have a duty of disclosure to answer this question correctly, and failure to do so could negate any application you make for workers compensation, and/or, could result in your termination for non-disclosure.)  Yes  No

If YES, please give full details:

This certifies that to the best of my knowledge, that the information given in this application form is correct.

I understand that providing false or misleading information on this form could negate any application made for workers compensation and/or could lead to termination.

I have read and understood the information in Attachment 1 of this document, and I certify that I have the right to work in Australia.

I understand that any appointment would include a probationary period and my employment could be terminated during the probationary period without notice.

Signature	x	Date	
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## RIGHT TO WORK IN AUSTRALIA

Life Without Barriers requires proof of either Australian citizenship or your legal entitlement to work in Australia. Below are relevant documents that are acceptable proof of legal entitlement to work in Australia.

STATUS	DOCUMENTATION
Australian Citizen	Australian Birth Certificate (if born prior to 20/08/1986)*  Australian Citizenship Certificate  Certificate of evidence of Australian citizenship  Current Australian Passport  Expired Australian Passport (which was current in the preceding two years and has not been cancelled)  * if you were born after 20 August 1986 your birth certificate must show that at least one parent was born in Australian or provide evidence that one parent was an Australian or New Zealand citizen or permanent resident at the time of your child's birth.
Australian Permanent Resident	Foreign Passport with valid visa with permanent resident visa.
New Zealanders	New Zealand Passport with a work rights visa
Non Australian citizens	Foreign Passport with valid visa with permission to work

*Life Without Barriers will check visa validity using the Department of Department of Immigration and Citizenship's Visa Entitlement Verification system.*



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**SELECTION CRITERIA**

Please address each selection criteria separately in the relevant section below.

3.1.12 Tertiary qualifications in social work, or related discipline.
3.1.13 Well developed assessment, care planning, problem-solving and documentation skills.
3.1.14 Excellent interpersonal communication and team leadership skills, including liaison and negotiation ability, within the team and with other agencies.
3.1.15 Demonstrated experience in developing and implementing programs for children and young people to assist their independent living capacity and integration into community.
3.1.16 Demonstrated ability to work with traumatised children and young people from a different culture from a child-centred and strengths-based perspective.
3.1.17 Demonstrated ability and commitment to work in a culturally appropriate manner with children and young people who are separated from their families and support network.
3.1.18 Demonstrated ability to work collaboratively with other agencies; and have the capacity to work autonomously, take initiative in a fast-paced, changing environment and to effectively manage competing priorities.
3.1.19 Sound knowledge of current legislation and service agreements that pertain to children and young people, in particular UHMs.
3.1.20 Understanding of, and commitment to, the principles of OHS&W, EEO, CQI, Cultural Diversity and Ethical Practice.
<b>Resume attached to application?</b>



## The Life Without Barriers Way

### *Our organisation...*

- is a charitable organisation providing innovative, community-based support services to people with disabilities, people with mental illness and children, young people and families in crisis, including those from Indigenous and all other cultural backgrounds.
- has a model of care respected for its flexibility, quality and evidence-based practices. It is based on realistic, factual, deliverable promises.
- is a brave and caring organisation.

### *Our approach ...*

- values meaningful, healthy relationships, and it is the difference and the foundation of everything we practice. It results in the empowerment of our clients.
- has made us an influential organisation, which is growing because we respond to the needs of the community.

### *Our values...*

#### **Relationships first**

•  
**Quality delivery  
uncompromised**

•  
**Honesty**

•  
**Everyone is valuable**

### *Our universal behaviours...*

- Present professionally in every interaction
- Treat everyone with dignity and respect
- Respect each person's contribution
- Communicate openly
- Provide realistic expectations of deliverables
- Follow through on our promises
- Take responsibility for our actions
- And we never give up

**Breaking down the barriers to life's opportunities  
through responsible innovation in community services.**

*There's a community for everyone*