

Yarrabah Aboriginal Shire Council – APPLICATION KIT



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ABN 30 977 526 871

WITH COMPLIMENTS

INFORMATION KIT

For

Vacancy Reference Number: 2017/56

SENIOR HOUSING / DEBT RECOVERY OFFICER

Enquiries

Human Resource Department

**Telephone 07 40 569120
Facsimile 07 40569167**

Address all correspondence to:

**"Personal & Confidential"
Human Resource Manager
56 Sawmill Road
YARRABAH QLD 4871**

Email Address:

rwright@yarrabah.qld.gov.au

Closing Date:

4.30PM – FRIDAY 17TH NOVEMBER 2017

INFORMATION FOR APPLICANTS

Please read this information carefully, as it will help you with the preparation of your employment application.

CANDIDATE APPLICATION PROCESS

The usual steps for the application process are:

1. Job is advertised
2. You prepare your application
3. Submit your application by the closing date
4. All applications are assessed
5. Applicants assessed
6. Selection
7. Job offer
8. Feedback

If you have any questions about the process, please contact the person specified on the job description.

How do I apply?

- Before completing this form please read the “Congratulations! You’re applying for a future with the Yarrabah Aboriginal Shire Council.
- Applicants must address each selection criterion listed in the position description
- Separate applications must be fully completed for positions with different vacancy reference numbers

Selection is based on the assessment of each applicant in relation to the selection criteria identified in the position description of the advertised vacancy. The position description is contained in this information kit.

The selection criteria consist of the qualifications, knowledge, skills and abilities required to successfully undertake the job.

Your application should consist of the following:

- Completed Job Application Cover Sheet
- Covering Letter
- Resume

CONGRATULATIONS!

YOU'RE APPLYING FOR A FUTURE IN LOCAL GOVERNMENT

Local Government has a policy that people are selected for positions on the basis of

Merit and equity

We select the best person for the position and all applicants are treated fairly and equally.

This brochure has been prepared to help you understand what is involved in our selection process and how you can make the most of your application for a future with us.

Job Description

When we advertise a position, we have already analysed it and developed a list of its duties and the selection criteria (the description of the ideal job holder). This is the Position Description and you should acquire a copy of it and decide whether or not you can undertake the role.

If you decide you can, and you want to apply, the Position Description will help you write your application.

What we want to know is how well you and your skills and abilities match the description of the ideal jobholder. (i.e. The selection criteria)

A committee, normally 3 people, is given the responsibility for selecting the successful applicant and the first time that they learn about you is from your application.

Your application

So that the committee can compare you to the description of the ideal candidate, we suggest that you include the following information in your application.

- ✓ Cover sheet with your name, address and vacancy reference number. To make this easy we have a form you can use.
- ✓ A covering letter – no longer than 2 pages giving:
 - Information about your skills, knowledge and/or experience related to and addressing the selection criteria on the Position

Description. This will help the selection committee see how you compare with the ideal position holder.

- ✓ Your curriculum vitae which should give:
 - A Brief summary of your employment history - where you have worked, how long, key responsibilities and outputs.
 - Details of your education and any qualifications you have.
 - Name, title, address and phone number of three professional referees that can provide detailed information of responsibilities and outcome relevant to this role.

It is important that you send in your application by the closing date in the advertisement.

The selection committee will use the information in your application to decide whether or not to interview you for the job.

The Interview

The interview, by the selection committee, is just a way of finding out more about you and your ability to do the job that you have applied for.

During the interview you will be asked questions relevant to the job only.

Mostly you will be asked three types of questions -

- behavioural questions asking for examples of how you have handled things in the past;
- situational questions asking how you would handle a particular situation; and
- technical questions to demonstrate current knowledge and experience.

We suggest that you prepare for the interview by reading the position description again and think about the sorts of questions you could expect to be asked and the answers you can give to demonstrate your suitability for the job.

You may be asked to actually perform some part of the job - this is a work sample test. If you are asked to attend an interview you will be given information regarding the work sampling that will form part of the interview.

Selection

Merit-based selection

We select employees based on merit - the person who can do the job best.

In the decision, the following are taken into account:

- the extent to which each applicant has abilities, aptitude, skills, qualifications, knowledge, experience and personal qualities relevant to the job, and
- if relevant, the way in which each applicant carried out any previous employment or occupational duties and potential for development.

Other Selection Techniques

The work sample testing, may include tests to assess aptitudes or abilities; or to test for managerial skills or abilities.

If these types of tests are used, they will be run by qualified people and will have been chosen because they assist in identifying the best person for the job.

Special Needs

If you need any special assistance to be able to attend an interview for e.g. Building access or communication assistance please let us know at the time the interview appointment is made so that we can make suitable arrangements.

Reference Checks

The selection committee may contact your referees after the interview takes place. It is understood that where you have provided the contact details of a referee than you have provided the selection committee with permission to contact them. The selection committee will not contact other reference source without your permission.

Criminal history checks

Due to the nature of some positions, criminal history checks may be conducted. Check the position description to see if this applies to the job you are interested in.

Decision

All applicants for jobs in the Council will be notified of the result of the selection as soon as possible after the decision of the committee has been approved.

If you are successful you may be asked to provide a copy of your birth certificate, evidence of your citizenship or resident status or undergo a security check.

Confidentiality

All of the information collected about applicants for jobs in the Council is treated as confidential.

All information submitted by an applicant is subject to the Right to Information Act 2009. As a result, information submitted by all applicants may be released under the Act if requested.

We hope that this information will help you to prepare your application for a job with us.

Good luck!

YARRABAH ABORIGINAL SHIRE COUNCIL PROFILE:

Name: Yarrabah Aboriginal Shire Council.

Address: 56 Sawmill Road, Yarrabah,
Qld.4871.

Postal: C/- The Yarrabah Post Office,
QLD.4871.

Email: council@yarrabah.qld.gov.au

Contact Numbers:

Phone 4056 9120 (main switch)

Fax 4056 9167

Council Members:

Mayor	Cr. Ross Andrews
Deputy Mayor	Cr. Michael Sands
Councillor	Cr. Nadine Cannon
Councillor	Cr. Ian Patterson
Councillor	Cr. Colin Cedric

Executive Staff:

Chief Executive Officer (CEO) Janelle Menzies

Executive Manager
Community Services Vicki Jones

Executive Manager
Corporate Services Jemma Lichtenfeld

Executive Manager
Works & Infrastructure Andrew Healey

Executive Manager
Building & Construction Services Kevin Khalu

As an employee of the council your actions in the workforce will need to demonstrate a consistent connection to the following aspirations of the Council.

Vision:

To improve the quality of life for the Yarrabah Community

Mission:

Through the practice of good governance and strong leadership, the Yarrabah Aboriginal Shire Council aims to:

- Provide quality services
- Be accountable
- Advocate on community issues
- Be fair and equitable
- Provide quality representation on issues affecting the community
- Accommodate change
- Foster growth
- Promote success in a friendly and culturally sensitive environment
- Comply with all legislative and statutory requirements

Values:

<i>Respect for Aboriginal Culture (Cultural integrity)</i>	<i>Diligence</i>
<i>Honesty</i>	<i>Fairness and equity</i>
<i>Leadership</i>	<i>Organisational loyalty and recognition</i>
<i>Accountability</i>	<i>Adaptability and flexibility</i>
<i>Openness and transparency</i>	<i>Responsible Environmental management</i>
<i>Sustainable growth policies</i>	<i>Effective communication and consultation</i>

Objectives

- 1. *Shire Growth, Management, Economic Development and Promotion***
To work cooperatively with the community and other stakeholders to encourage and promote sustainable and manageable growth in the Shire
- 2. *Financial and Resource Management***
Increase the quantity and quality of resources available for Council
- 3. *Community Development, Recreation and Culture***
Provide community, cultural and social services within a safe and healthy environment which encourages community ownership, commitment, participation and investment

4. *Municipal Services*

Ensure that core services provided are planned and designed to an appropriate and sustainable standard and essential and routine maintenance to Council infrastructure is programmed and delivered

5. *Business Enterprise*

Foster business opportunities for Council to provide housing, infrastructure and related services for the community

6. *Transitional Impacts*

Consider contingency arrangements in the light of housing and local government reforms.

Function Areas

The Yarrabah Aboriginal Shire Council provides over fifty (50) services to the community through its areas of administration, finance, information technology, municipal works and associated services, housing, and providing community services such as child care, social housing tenancy management, knowledge centre, indigenous community links, banking, postal and Q-GAP services, among others.

BACKGROUND

The Yarrabah Aboriginal Shire Council (YASC) is a statutory body under the Local Government Act 2009.

COMMUNITY PROFILE:

The Yarrabah Shire is an aboriginal community which is situated on approximately 159 square kilometres of land which runs east from False Cape around the Mission Bay area extending past Cape Grafton and Kings Point east of the Cairns inlet.

The geographic's of Yarrabah in size is about 30 kilometres in length and 2.5 kilometres wide for most parts, but then it broadens to approximately 8 kilometres in the northern section.

Although Yarrabah is great in size, most of the area occupied is within the established township area located around the mission bay area with a population of 2,409 as per the 2011 census report. The population however is believed to be slightly more as residents tend to travel in and out of the community for extended periods for education, work and family reasons hence the reason to believe the population is greater than the report states.

The area was originally occupied by 2 dominant groups the Gunggandji and Yidinji people, where they lived their day to day traditional lifestyle until it was established as an Anglican Mission in 1892. The Church appointed a tribal elder of the Gunggandji to be King for the whole church mission. King Menmuny was known to say ‘this is the new way’

The first Aboriginal Council was established in the 1960’s, however appointed persons principally acted as an advisory body.

Also a mark in time in the Yarrabah history is when the community received its Deed of Grant in Trust (DOGIT) land tenure in 1986 which paved the way for the community council of the day who were the trustee holders to then become self-governed under the *Community Services (Aborigines) Act 1984*. In its own right Yarrabah is now a Shire under the Local Government Act 2009.

In 2010 the original traditional owners the Gunggandji people received their determination for (as the locals know it) the *top half* of the Yarrabah boundary which was then followed by a second determination in 2013 for the *bottom half* which was a joint claim by the Gunggandji / Mundingalbay Yidinji clan groups.

The Yarrabah Council in partnership with the Traditional Owner Working Groups since these determinations have been working close together.



COVER SHEET

VACANCY DETAILS

Vacancy Reference No:

Position:

Classification:

**Yarrabah
Aboriginal
Shire Council.**

Where did you learn of this vacancy?

Locally Newspaper Internet/Intranet Other

APPLICANT DETAILS

Preferred Title:

Mr Mrs Miss _____ Other

Surname

Given Names

Postal
Address:

Post Code:

Work Phone:

Home Phone:

Mobile:

Email:

APPLICANTS DECLARATION

Only Australian citizens or permanent residents of Australia are eligible for permanent appointment to the Queensland Local Government Councils, therefore please indicate citizenship status by ticking the appropriate box.

I am an Australian Citizen I am a permanent resident of Australia
 I am not an Australian Citizen or permanent resident of Australia

If a non-Australian Citizen or permanent resident of Australia:- I am prepared to produce proof of legal entitlement to work in Australia. I am prepared to allow the Department to contact the referees nominated by myself for job related reference checking purposes

Signature

VRN

Do you have a medical condition that Council need to be aware of YES NO

If your answer is YES please give details:

EQUAL EMPLOYMENT OPPORTUNITY INFORMATION – Please indicate if you are a member of any of the following EEO target groups. Your completion of the following information for statistical purposes only will assist the Department to monitor employment equity and diversity outcomes. This information will remain confidential and will not be distributed to selection panel members.

Please tick the appropriate box

Aboriginal/ Torres Strait Islander Disability English as Second Language

EMPLOYMENT SERVICE PROVIDERS –Please provide us with your Employment Service Providers so we may assist you better through your employment scheme.

Please tick the appropriate box

Workways QITE _____ OTHER



POSITION DESCRIPTION

POSITION:	Senior Housing / Debt Recovery Officer
STATUS:	Full-time
HOURS PER WEEK:	72.5 hours per fortnight
CONDITION OF EMPLOYMENT:	Wages and condition of employment will be based on qualification and experience and will be aligned to the Queensland Local Government Industry (Stream A) Award – State 2017
REMUNERATION:	Award – Division 2, Section 1 - Classification Level 4, Year 1 \$982.00 per week Plus allowances as per Award
DEPARTMENT:	Community Services (Housing)
LOCATION:	Housing Department Yarrabah
RESPONSIBLE TO:	Executive Manager Community Services
DIRECT REPORTS:	Community Housing Services Manager

POSITION OBJECTIVES:

To assist the Community Housing Services Manager with the supervision of Housing staff and compliance issues, including complaints. To assist in the provision of housing services related to the YASC housing inventory and tenancy management for all tenants. To undertake and supervise debt collection actions in accordance with YASC procedures. Provide reports to Council regarding house inspections, debt recovery, unfair wear and tear and housing agreements and to work with tenants and key stakeholders to ensure the availability of quality housing at an affordable cost

MAIN DUTIES & RESPONSIBILITIES:

- Assist the Community Housing Services Manager with the supervision of the housing team to ensure all tasks are completed in a timely manner.
- Provide contact, advice and guidance to residents on tenancy agreement and provisions of the Residential Tenancies Act 1994
- Actively engage with tenants regarding outstanding tenancy debt and develop appropriate financial management/recovery plans.
- Undertaking measures to recover rental arrears in cooperation with the tenant, their families and other service providers such as Centrelink and ICAN ensuring that increase hardship is not experienced by the tenant (referrals).
- Recommend actions and actively engage for breaches to agreements relating to tenancy and housing management and to ensure that operational systems are maintained in accordance with 'Legislative' requirements.
- Liaise with, and give advice and seek approval from your Manager on housing management problems and service delivery improvements to overcome challenges associated with the Tenancy Management arrangement.

- Deal with enquires and complaints from the tenants and members of the community relating to tenancy management by directing to the relevant staff member within 'Council' or Queensland Government.
- Complete and maintain property, assist in the coordination of housing maintenance and repair projects.
- Prepare monthly housing management progress reports to your Manager and undertake administrative tasks that ensure efficient record management
- Provide fortnightly housing management and noise progress reports and undertake tasks that ensure efficient records management.
- Actively engage in and participate in registering YASC Housing under the new National Regulatory System for Community Housing (NRSCH)
- Maintain strong relationships with Queensland Government staff ensuring that culturally appropriate practices and processes are being implemented to establish tenancy agreements and housing management.
- Undertake training to increase knowledge and skills to fulfil the role and responsibilities of the position effectively and efficiently.
- Manage and actively participate in team meetings and projects. (Staff weekly meeting)
- Actively supervise housing staff with the maintenance of and regular updating individual action plans with a focus on highlighting outcomes.

WORKPLACE HEALTH & SAFETY:

As Council employees we are all committed to zero harm in the way we conduct our business and Council activities.

- Take reasonable care for your own health and safety.
- Take reasonable care that you do not adversely affect the health and safety of other persons.
- Follow Yarrabah Aboriginal Shire Council's WHS policy, procedures and rules, and follow safe work practices.

KEY PERFORMANCE INDICATORS:

- Conduct risk assessments on all tasks
- Ensure all staff are competent and trained to undertake tasks
- Undertake fortnightly tenancy management reports for Manager
- Case manage with tenants and assist with referrals
- Case manage tenants with regards to debt recovery
- Ensure that quarterly tenancy management reports (Schedules) are completed and given to the Community Housing Services Manager.

SELECTION CRITERIA

Essential

- The ability to acknowledge and investigate complaints and appeals in a timely manner, escalating to senior staff as required.
- Be able to prepare briefs and recommendations as required.

- Have a certificate IV Social Housing (or working towards qualification)
- Demonstrate sound technical knowledge and assist tenants to minimise tenant liability charges.
- Proven ability to be able to interrogate invoices with reference to scope of works, allowance for fair wear and tear etc. prepare reports to support case for amended charges.
- Police Check
- Proven ability to provide high quality confidential reports in a timely manner

Desirable

- Proven time management skills.
- Demonstrated experience with debt recovery procedures.
- Demonstrated experience in providing high quality customer service.
- Proven written and verbal communication skills.
- Demonstrated knowledge and experience using PCs, Windows, Outlook and databases.
- Demonstrated ability to be calm under pressure.
- A commitment to the principles of equity of access and cultural diversity.
- A current QLD driving licence.

Note:

Any discrepancies or anomalies must be reported to your immediate supervisor. Your performance will be assessed accordingly to this position description. Any disciplinary action undertaken will be the result of a breach of either the items listed or against one of the following: the Council's code of conduct, operational policies, procedures and or other legislative requirements.

Monday to Thursday	8.00am - 12.00pm	12.45pm – 4.45pm
Hours Friday	8.00am -12.15pm	
Base hours of work is 72.5 hours per fortnight		
Next Review date	November 2018	
Responsible Officers	Human Resources Risk & Regulation Manager Executive Manager – Community Services	