

## C5.51 APPLYING FOR A JOB AT BRISBANE YOUTH SERVICE

### Employment Package

Thank you for your interest in applying for a position with Brisbane Youth Service Inc. (BYS). BYS is an equal opportunity employer and as such, the following information is provided to ensure that all applicants have an equal opportunity for preparing their applications. It is important that your application meets the requirements of this document.

#### ORGANISATIONAL PROFILE

With a vision to provide 'New Futures for Young People', BYS has been operating in Fortitude Valley since 1977. In that time, we have helped tens of thousands of young people (aged 12-25) experiencing homelessness or at risk of becoming homeless, and their accompanying children. We assist vulnerable young people to find and maintain appropriate housing, address physical and mental health issues, establish support networks and engage in education, employment and training.

BYS is a registered Charity, accredited under the Human Services Quality Framework and the National Regulatory System for Community Housing Providers.

As an Incorporated Association BYS is governed by a dedicated and experienced Board. Please refer to the attached BYS structure for information about the teams and programs.

#### BYS SERVICES AND PROGRAMS

BYS offers a holistic range of services that move from immediate needs through to planned support.

The current range of services provided includes:

- Information, health education, advice, support and advocacy across a range of issues
- Access to emergency financial assistance
- Crisis and transitional housing and tenancy support
- Specialist programs for young women and young families
- Medical clinic
- Mental health services
- Drug intervention, education and support.
- Activities, arts and life-skills programs
- Street outreach
- On-site visits from Centrelink and QPILCH (legal)

You can visit [www.brisyouth.org](http://www.brisyouth.org) for more details and information about BYS and the services we provide.

## ABOUT THE ADVERTISED POSITION AND APPLICATION PROCESS

### THE POSITION DESCRIPTION

The Position Description is attached and should be read carefully as it details the requirements, duties and selection criteria for the position.

### YOUR APPLICATION

A separate application must be submitted for each vacancy advertised. The application is to include the following:

- a) a completed Job Application Form.
- b) your responses to the SELECTION CRITERIA up to four (4) pages for all responses.
- c) your resume / curriculum vitae including the names, positions and telephone numbers of three referees who can comment on your competency in regard to the selection criteria. Referees will only be contacted after an interview.

Advancement to the next stage of the selection process will be based on how well you demonstrate your ability to meet the selection criteria as well as relevant information contained in your resume.

In your responses, please provide examples that provide evidence that you have the relevant knowledge, skill or ability to fulfil this role. If you only state that you meet the selection criteria without demonstrating how you meet it and your competencies, it is unlikely that you will be short-listed for an interview.

### SHORT-LISTING PROCESS

As stated above, initial short-listing is based on your written responses and your resume.

Shortlisted applicants will be contacted for an interview.

If you have not been short-listed, you will be advised of this in writing following the finalisation of the short-listing process.

### BLUE CARD REQUIREMENTS

You must possess a valid blue card before you can start working for BYS. As a job applicant you are entitled to apply for a blue card as an individual and you do not need to be linked to an organisation. If you don't possess a valid blue card you should apply for one at the same time as you apply for a position with BYS. No offer of employment will be made to anyone who does not possess a valid blue card.

For information on how to apply for a blue card, go to: <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card>.

### INTERVIEW PROCESS

Short-listed applicants will be invited to attend an interview with the selection panel.

The selection panel will ask you questions relevant to the selection criteria and allow you to expand on your written submission. Each applicant will be asked the same questions and you may be provided with a copy

of these questions fifteen minutes prior to your interview. A time limit will be set for the interview session to determine the interviewee's ability in time management.

Interview questions will be aimed at testing your knowledge and skills and may include scenarios. You should answer each question fully and succinctly to demonstrate your ability to take on this role. Time will be allocated prior to the end of the interview for you to ask the panel questions about the role or the organisation.

You are welcome to bring samples of your work or other documents to share with the panel, which will assist in demonstrating your skills and experience.

#### REFEREE CHECKS

Referee checks are used to supplement the final selection decision. It is the responsibility of your referee to provide honest feedback about your knowledge, skills, and abilities relevant to the selection criteria for the position.

At least one referee should be your most recent supervisor. If you are not currently in the workforce your referee should at least be in a position to comment on your abilities as they relate to the selection criteria.

If you have any concerns about the reference checking process, please raise them during your interview.

#### SELECTION

If you are selected for the position you will be contacted by telephone and offered the position. Should you accept, a formal written offer of employment will be forwarded to you including information detailing the terms and conditions of employment.

If you are not selected following interview, you will be contacted by telephone and advised that post has been filled. Selection feedback is available should you request it.

<b>For further queries about the position please contact:</b>	Julie Geraghty Administration Coordinator
<b>Phone:</b>	07 3620 2400
<b>Email:</b>	<a href="mailto:admin@brisyouth.org">admin@brisyouth.org</a>

**Applications close at 5pm Thursday 17 September 2020**

**Applications should be marked "Confidential" and made to the attention of:**

Julie Geraghty

Email your application to:	Or post to:	Or deliver to:
<a href="mailto:admin@brisyouth.org">admin@brisyouth.org</a>	PO Box 1389 Fortitude Valley, QLD 4006	42 McLachlan St Fortitude Valley, QLD 4006

#### ATTACHMENTS:

C4.27 Position Description

C4.25 Job Application Form

## POSITION DESCRIPTION

<b>Position title:</b>	Administration Worker		
<b>Program/Team:</b>	Corporate Services		
<b>Employment type &amp; hours:</b>	Part time 22.8 hours		
<b>Award conditions:</b>	Social, Community, Home Care & Disability Services Award 2010	<b>Remuneration:</b>	TPEO Level 3
<b>Working from:</b>	Fortitude Valley		
<b>Reporting relationships:</b>	Reports to the Administration Coordinator		
<b>Qualifying period:</b>	6 months		
<b>Primary purpose of position:</b>	To provide reception and administration support for the effective business operations of Brisbane Youth Service.		
<b>SELECTION CRITERIA</b> - Applicants shall be assessed against these selection criteria. Applicants need to provide written responses to the selection criteria below of up to four pages in total.			
SELECTION CRITERIA	<ol style="list-style-type: none"> <li>1. Understanding of and commitment to BYS vision, objectives and practice framework.</li> <li>2. Demonstrated ability to work with MS Office products, including spreadsheets, MS Word, databases to deliver accurate and well-presented documents.</li> <li>3. Demonstrated capacity to undertake frontline reception duties via the telephone and face to face.</li> <li>4. Sound communication and interpersonal skills and a demonstrated capacity to interact positively with vulnerable young people and liaise with internal and external stakeholders.</li> <li>5. Sound organisational skills with the ability to plan and prioritise work.</li> <li>6. Ability to manage sensitive information and maintain a high degree of confidentiality.</li> <li>7. Ability to use initiative in the workplace and demonstrate problem solving skills.</li> <li>8. Effective time management and organisational skills.</li> </ol>		
Education, Qualifications, References:	<ul style="list-style-type: none"> <li>• Certificate or Diploma in Administration, Business Studies or equivalent experience.</li> <li>• Current Queensland driver's licence.</li> <li>• Working with Children Suitability Positive Notice (Blue Card).</li> <li>• Three relevant referees, including current or most recent manager.</li> </ul>		
Experience:	<p>Minimum 4 years' working experience in administration, including:</p> <ul style="list-style-type: none"> <li>• Front office reception dealing directly with clients and members of the public (in a community service or 'Not for Profit' setting is desirable).</li> <li>• Experience in purchasing and fleet management.</li> <li>• Coordination of correspondence (electronic and paper-based), registers and filing.</li> <li>• Coordination of maintenance and repairs of assets and equipment.</li> </ul>		
Attributes:	<ul style="list-style-type: none"> <li>• Personal drive and integrity.</li> <li>• Consultative and collaborative working attitude.</li> <li>• Commitment to a learning culture and ongoing professional development.</li> </ul>		

<b>KEY RESULT AREAS - Role and responsibilities</b>	
Administrative Support	<ul style="list-style-type: none"> <li>• Front office reception duties providing effective, courteous and prompt communication.</li> <li>• Provide administrative assistance and support managers and EMT when required.</li> <li>• Maintain effective, prompt and secure document flow, recording and filing.</li> <li>• Assist the Administration Coordinator in purchasing and acquisition of services and assets.</li> <li>• Maintain and safely secure assets including motor vehicles, office equipment and furnishings.</li> <li>• Assist and support Partnerships team with E-tapestry database entry and maintenance as required.</li> <li>• Contribute to the development and review of administrative policies and procedures and identify opportunities for system improvement.</li> <li>• Assist with setting up on site and external interviews, meetings and events.</li> <li>• Undertake any other tasks as required.</li> </ul>
People and Culture	<ul style="list-style-type: none"> <li>• Contribute to a culture of respect, optimism, accountability and resilience in line with the organisation's values.</li> <li>• Participate in regular supervision meetings, team meetings and performance reviews.</li> <li>• Identify and participate in training and professional development opportunities.</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Undertake administrative tasks relating to the role.</li> <li>• Ensure administrative functions are conducted in accordance with relevant policies and procedures.</li> </ul>

*This Position Description forms part of the performance management framework for Administration Worker position. As the successful applicant you are required to sign and date this Position Description to demonstrate your commitment to fulfil this role in accordance with the key result areas outlined above.*

<b>Employee Name:</b>		<b>Signature:</b>		<b>Date:</b>	
<b>Managers Name:</b>		<b>Signature:</b>		<b>Date:</b>	

## C5.24 JOB APPLICATION FORM

Please complete this application form and return it to Brisbane Youth Service (BYS) in accordance with the advertised Employment Package.

<b>Position Title:</b>	Administration Worker – PT 3 Days per week	<b>Closing date:</b>	17 Sept 2020		
<b>Applicant:</b>	<b>Name:</b>				
	<b>Address:</b>				
			<b>Post code:</b>		
	<b>Day time phone:</b>		<b>Mobile:</b>		
	<b>Email address:</b>				
<b>Place of birth:</b>	<b>Town / City:</b>		<b>Date of birth:</b>	/ /	
	<b>Country:</b>				
<b>Work eligibility:</b>	<input type="checkbox"/> Australian citizen		<input type="checkbox"/> Australian resident		
	<input type="checkbox"/> New Zealand citizen		<input type="checkbox"/> New Zealand resident		
	<input type="checkbox"/> Current working visa: <small>(Copy must be attached)</small>		<b>Expiry date:</b>	/ /	
	<input type="checkbox"/> Other visa: <small>(Copy must be attached)</small>		<b>Expiry date:</b>	/ /	
<b>Blue card:</b>	Do you hold a current valid blue card for Child Related Employment? (Note: You must possess a valid blue card before you can start working for BYS)			<input type="checkbox"/> YES	
				<input type="checkbox"/> NO	
	If yes, provide blue card Number:		<b>Expiry date:</b>	/ /	
	If no, have you applied for a blue card? <small>(Click <a href="#">here</a> for information on how to apply for a blue card)</small>	<input type="checkbox"/> YES	<b>Date lodged:</b>	/ /	
		<input type="checkbox"/> NO			
<b>Drivers licence:</b>	Do you have a current Queensland driver's licence?			<input type="checkbox"/> YES <input type="checkbox"/> NO	
<b>Health conditions</b>	Do you have any pre-existing health conditions that may impact on your ability to undertake this role?			<input type="checkbox"/> YES <input type="checkbox"/> NO	
	If yes, please provide additional information:				
<b>Where did you find out about this position?</b>	<input type="checkbox"/> BYS website		<input type="checkbox"/> QCOSS	<input type="checkbox"/> Ethical Jobs Weekly	
	<input type="checkbox"/> Word of mouth		<input type="checkbox"/> Other:		
	<input type="checkbox"/> People with a disability				

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<b>Equal employment opportunity / diversity information</b>	Please indicate if you belong to any of the following groups (completion of this section is voluntary and used for statistical purposes only):	<input type="checkbox"/> Aboriginal people <input type="checkbox"/> Torres Strait Islander people <input type="checkbox"/> Women <input type="checkbox"/> People from a non-English speaking background
<b>Qualifications:</b>	What tertiary qualifications do you hold: (Copies must be attached)	     
<b>Start date:</b>	If the position was offered to you, when are you available to start work?	/
<p><b>Authorisation and Understanding</b></p> <p>I authorise Brisbane Youth Service to investigate my work history and verify all information given on this application. These enquiries may include information as to my character, general reputation and personal characteristics. I consent to the conduct of such enquiries and to the consideration of any statements or references provided by former employers in response to these enquiries.</p> <p>I authorise all individuals and employers whom I have named in my application, unless specifically limited by me in writing, to provide information requested about me, and I release them and Brisbane Youth Service from liability and damages in providing this information.</p> <p>I understand and acknowledge that any misrepresentation, omission or incorrect statement of fact may result in rejection of my application or, if hired, immediate termination of employment.</p> <p>I understand that all information provided to BYS in relation to my application will be treated in the strictest confidence and will not be communicated to any third party without my consent.</p>		
<b>Signature:</b>		<b>Date:</b>   /