



**Coordinator (Part Time)
Application Package
2020**

About Greenbushes Community Resource Centre

Greenbushes CRC is a community owned and operated organisation which plays a vital role in providing much needed community services to the local community and surrounds.

The Western Australian Community Resource Network (WACRN) is comprised of over 100 rural, remote, and regional Community Resource Centres (CRCs). CRCs provide access to government and community services and information and undertake community, business, and economic development activities.

The WACRN is supported through a contract with the Department of Primary Industries and Regional Development (DPIRD). If information and/or services are required to be delivered to regional Western Australia, CRCs are the local connection!

Many private businesses, government, and non-government organisations partner with CRCs to expand their service delivery to regional communities. CRCs provide an affordable service for organisations to deliver community and capacity building services and programs.

Greenbushes CRC is also home to a satellite Public Library, a Centrelink Access Point, Veterans Affairs Assistance, Large training room, and Trans WA ticketing service.

Some of Greenbushes CRC's current partners and stakeholders include:

- Department of Primary Industries and Regional Development;
- Shire of Greenbushes-Balingup;
- Grow Greenbushes;
- Greenbushes Community Garden;
- Greenbushes Belles;
- Greenbushes Golf Club;
- Universities – Edith Cowan, Curtin, Notre Dame;
- Trans WA;
- Department of Human Services;
- Australian Tax Office;
- South West Development Commission;
- Link West; and
- Veterans Affairs.

Our Vision Statement

To be the community and business hub for Greenbushes and the surrounding areas.

Our Mission Statement

To provide an infrastructure in the Greenbushes-Balingup region to assist the community to gain access to opportunities in education, communication, training, employment, business enterprise, tourism services and community development programs.

Our Committee

Greenbushes Community Resource Centre (GCRC) is a not for profit community organisation whose aim is to provide necessary services, business and social development opportunities in a professional manner to the community of Greenbushes and surrounding areas, as required by our contract with the Department of Regional Development.

The Greenbushes CRC Management Committee is comprised of community representatives who are elected annually.

What it means to work at Greenbushes CRC

Joining the team at Greenbushes CRC will provide you with an opportunity to have an active and fulfilling role in your local community. You will work with a dynamic group of community-minded individuals to bring essential and exciting programs to our community. We are constantly seeking to “fill the gaps” and add to the quality of life in Greenbushes. All team members can directly influence the activities and projects undertaken.

Working with a small team requires flexibility, excellent communication, confidence, and confidentiality. Greenbushes CRC is a major community service provider so this will allow you to become more involved in the local community.

Ongoing personal development opportunities will be available according to your position and the needs of the business. Opportunities for advancement within the organisation will be available to the right candidate.

Our team is our greatest asset at Greenbushes CRC, and we have regular staff meetings and catch ups. Staff members also receive access to the Employee Assistance Program delivered by Relationships Australia.

Salary

\$28.00 per hour plus superannuation, subject to annual indexation. Personal and annual leave entitlements apply on a pro-rata basis in line with Fair Work.

Hours

Greenbushes CRC opening hours are:

- Monday 9.00am - 3.30pm;
- Tuesday 9.00am – 3.00pm;
- Wednesday 9.00am - 4.30pm;
- Thursday 9.00am – 3.00pm; and
- Friday 9.00am – 12.30pm.

The hours rostered for this position are 27.5 per week, Monday – Thursday. Additionally, there may be special occasion work which falls outside of standard hours. Currently a Governance Officer is in the CRC office on a Friday for 4.5 hours.

Tenure of Employment

This position will be ongoing, subject to CRC contracts and workload.

Probation Period

There will be a standard 3-month probationary period. During this period, the employee's performance will be monitored, and a formal review will take place.

Duties

You will work with the Management Committee to coordinate and provide the Greenbushes community with opportunities to gain access to education, communication, training, employment, business enterprise and community development programs through CRC operations.

Confidentiality & Police Check

The successful applicant must sign a declaration of confidentiality for both the CRC and the Department of Human Services. Breaches of these declarations will result in termination of employment. They will also be required to submit a Working with Children Check.

How to Apply

Please provide an up to date copy of your resume which includes employment references along with a covering letter addressing the following selection criteria:

(Note: Cover letters to be no more than 2 pages)

Essential Selection Criteria

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| 1. Excellent customer service and interpersonal skills | Ensure provision of effective customer service. An understanding and evidence of good communication and working with stakeholders. |
| 2. Confident computer skills | Proficiency in Microsoft suite and a good understanding of computer applications including email and internet-based programs. |
| 3. Ability to manage staff | Give examples. |
| 4. Ability to research information | Use initiative to seek answers, provide assistance and problem solve. |
| 5. Strong administrative and organisation skills | Give examples. |
| 6. Good written and verbal communication skills | Give examples. |
| 7. Ability to work in a team environment | To be able to work with initiative, offer new ideas and implement new projects in a proactive manner. |

Desirable Selection Criteria

- Competence to work with a management committee
- Knowledge of budget development and management
- Ability to identify potential income sources and sustainability
- Willing to learn new skills

Applications can be emailed to greenbushesmc@gmail.com.

Shortlisting and interviews will take place week as soon as a suitable candidate is identified with the position to commence as soon as practicable.

Thank you for your interest in applying for this position. Good luck!



JOB DESCRIPTION

1 TITLE: Coordinator

2 HOURS: 27.5 hours per week

3 POSITION OBJECTIVES:

To work with the Management Committee to coordinate and provide the Greenbushes community with opportunities to gain access to education, communication, training, employment, business enterprise and community development programs through CRC operations.

4 REQUIREMENTS OF POSITION:

4.1 Skills:

- Public relations and marketing;
- Written communication skills including reports and submission writing;
- Verbal communication including public speaking;
- Microsoft Office;
- Financial management;
- Time management and organisation; and
- Ability to work independently and in a team environment.

4.2 Knowledge:

- Working knowledge of the local, community, regional networks, and resources;
- Working knowledge of funding submission application and acquittal processes; and
- Working knowledge of applications, computer systems and software operations.

4.3 Experience:

- Recruitment, supervision and coordination of staff and volunteers;
- Networking, working with government agencies, community groups and businesses;
- Budget development and management; and
- Business and strategic planning.

4.4 Other:

- A strong commitment to the policies and principles of the Greenbushes CRC.

5 KEY DUTIES/RESPONSIBILITIES:

5.1 *Client Service*

- Develop appropriate programs and policies to meet the needs of consumers;
- Promote and maintain quality systems;
- Coordinate the delivery of all services;
- Ensure that appropriate consumer records and data on services is maintained; and
- Regular evaluations of consumer needs and service delivery.

5.2 *Administration and Management*

- Coordinate the development, implementation and evaluation of an Annual Plan and ensuring the activities of the service are in accordance with the philosophy, objectives of the CRC;
- Ensure the management committee are provided with the support, information and expertise required to effectively meet their responsibilities;
- Ensure the service runs effectively and efficiently on a day-to-day basis;
- Responsible for the development and implementation of administrative and information systems and the development, maintenance and implementation of the Greenbushes CRC Policy and Procedures Manual;
- In conjunction with the Bookkeeper & Treasurer, responsible for the financial management of the organisation including the presentation of a budget and financial reports to the management committee and to funding bodies;
- Consult with the management committee on matters of employment of staff, volunteers, contractors and consultants;
- Ensure employment and Human Resource policies and procedures are maintained and adhered to;
- Represent the service to government, community agencies and the wider community;
- Prepare submissions for funding and policy submissions to Government and other bodies and coordinate fund-raising activities in consultation with the management committee; and
- Develop links with relevant organisations to promote greater and more effective coordination of services for the community.

5.3 *Research Planning and Marketing*

- Coordinate the development of appropriate promotional material;
- As part of the ongoing evaluation of the CRC operations investigates opportunities for delivery of new IT and community-based services;
- Promote the services of the CRC with the community;
- In consultation with the management committee, initiate and maintain revenue generating programs and projects; and
- Promote the Greenbushes CRC as a member of the WA CRC Network by contributing to joint marketing initiatives.

5.4 *Other Duties*

- Provide a written report to the management committee on the operations of the service at each committee meeting; and
- Carry out other duties in line with the philosophy and objectives of the organisation and as directed by the management committee.

6 ORGANISATIONAL RELATIONSHIP:

6.1 *Responsible to:*

- CRC Management Committee.

6.2 *Supervision of:*

- Bookkeeper;
- Trainee(s);
- Volunteers;
- Governance Officer; and
- Other Staff (Cleaning from time to time).

6.3 *External Liaison:*

- General Public;
- DPIRD;
- Linkwest and AWACRC;
- Representatives of funding bodies;
- Representatives of service providers; and
- Computer hardware and software suppliers.

7 EXTENT OF AUTHORITY:

The employee will work within the confines of the CRC's policies and procedures manual and under supervision of the CRC Management Committee.

8 SELECTION CRITERIA:

8.1 *Essential:*

- Well-developed interpersonal and communication skills, (verbal, written and oral presentation);
- Well-developed administration and organisation skills;
- Well-developed leadership and management skills;
- Sound knowledge of computer software and hardware;
- Willingness to learn new skills and attend training courses;
- Skills in Microsoft applications; and
- Experience in contract management and grant application and acquittal.

8.2 *Desirable*

- Competence to work with a management committee;
- Knowledge of budget development and management;
- Ability to identify potential income sources and sustainability; and
- Willing to learn new skills.