



Casual Coordinator
Application Package
2019

About Ravensthorpe Community Resource Centre

Ravensthorpe 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.

Ravensthorpe CRC is also home to the Ravensthorpe Public Library, a Centrelink Access Point, conference room, toy library and TransWA ticketing service.

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

Department of Primary Industries and Regional Development
Shire of Ravensthorpe
Ravensthorpe & Districts Winter Sports Association
Ravensthorpe Progress Association
Ravensthorpe Regional Arts Council
South Regional TAFE
Universities – Edith Cowan, Curtin, University of SA, Notre Dame
TransWA
Department of Human Services
State Library WA
Bureau of Meteorology
Australian Tax Office
Goldfields Esperance Development Commission
Linkwest
RRR Women's Network
Being-There Video Conferencing
Apprenticeship Support Australia

Our Vision Statement

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

Our Mission Statement

Our mission is to be a sustainable and innovative organisation by welcoming and supporting the needs of our community and visitors. We will provide a vibrant, well equipped and multi-functional facility which will provide access to information, services, technology and training in collaboration with the Ravensthorpe community, CRC Network and stakeholders.

Our Committee

Ravensthorpe CRC is a not-for-profit incorporated association that is managed by a committee of community members including a Shire representative. The management committee meet bi-monthly with the centre manager to provide the continual support, guidance and direction of the centre.

What it means to work at Ravensthorpe CRC

Joining the team at Ravensthorpe 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 Ravensthorpe. All team members have the opportunity to directly influence the activities and projects undertaken.

Working with a small team requires flexibility, excellent communication, confidence and confidentiality. Ravensthorpe 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 Ravensthorpe 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

\$24.00 per hour plus superannuation, subject to annual indexation. As it is a casual position, no personal or annual leave entitlements apply.

Hours

Ravensthorpe CRC is open 9am – 5pm Monday to Friday (with extended trading until 7pm on Tuesdays). As a casual employee, your hours will not be fixed, however will fall within our standard opening hours. Additionally, there will be special occasion work such as the Country Carnival which falls outside of standard hours.

It is difficult to give a strong indication of hours per week but depending on the successful applicant's skills and experience, certain project work could result in additional hours per week.

Current staffing arrangements allow for flexibility in rostered days and the manager will work with you to ensure the roster is a good fit.

Tenure of Employment

The Casual Coordinator 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 primarily with the Project Officer to support Ravensthorpe CRC projects and activities. You will also be required to carry out day to day operational duties at the CRC including servicing customer inquiries by phone, email and in person as well as supporting trainees. Further details are available in the position description. Depending on the successful applicant's skills and experience, certain project work could be incorporated into the position and additional hours would be available.

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 WA Police Clearance.

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)

Casual Coordinator: 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 use social media and website | Evidence of good communication to promote activities through effective means. |
| 4. Ability to research information | Use initiative to seek answers, provide assistance and problem solve. |
| 5. Strong administrative and organisation skills | Give examples and evidence. |
| 6. Good written and verbal communication skills | Give examples and evidence. |
| 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

1. Project/event management skills
2. Grant writing
3. Proficiency in desktop publishing/graphic design

Applications can be emailed, posted or hand delivered to Ravensthorpe CRC:

Attn Manager:

rcrcmanager@westnet.com.au

PO Box 299, Ravensthorpe WA 6346

Applications must be received no later than **5:00pm on Friday 28th June 2019.**

Shortlisting and interviews will take place week commencing 1st July 2019 with the position to commence the following week.

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

Job Description

Position Title Casual Coordinator

Position Objective

A Casual Coordinator, in consultation with the Manager and staff of Ravensthorpe CRC, will work to provide and promote relevant and effective services in social and business development to the Ravensthorpe community. The demands of the position will be tailored to suit the successful applicant.

Outcomes

1. Build capacity of the local community
2. Develop partnerships with local community groups and businesses to maximise the opportunities to collaborate
3. Increase the profile of the CRC and the network
4. Maintain high standards of compliance required by best-practice governance
5. Deliver projects, services and information on behalf of government and other agencies relevant to local community needs

Reporting Relationships

The Casual Coordinator will report to the Ravensthorpe CRC Manager.

Statement of Duties

Client Service:

- Maintain general cleanliness and presentation of CRC and front of house
- Answer incoming calls and emails in a professional and efficient manner
- Provide front of house service to customers in an efficient, professional and friendly manner
- Promote membership of Ravensthorpe CRC
- Promote the different services provided by Ravensthorpe CRC
- Undertake the day-to-day operations of the Ravensthorpe Public Library including issues, returns, inter-library loans and monthly exchanges
- Provide information, advice and assistance regarding information technology, educational and business opportunities
- Ensure that information on relevant community resources is available
- Assist members to obtain education, training services and/or other resources that they require
- Ensure that the facilities and equipment are maintained in good working order and available to the public
- Conduct induction sessions for volunteers and new members

Research & Planning

- In consultation with the manager and team, initiate and maintain revenue generating programs and projects
- Identify potential income sources and sustainability for the Ravensthorpe CRC that adds value and relevance to the organisation
- Together with the manager and team, be responsible for the ongoing evaluation of Ravensthorpe CRC

Administration

- Undertake the day-to-day operations of Ravensthorpe CRC and Public Library
- Assist in producing e-newsletters and articles to promote the centre
- Collection and submission of statistical information to relevant funding bodies
- Participate in the planning for future equipment and resource needs
- Participate in developing the CRC Business Plan and Activity Plan
- Progress and carry out the objectives of the CRC Business Plan
- Develop and maintain high standards of management and governance. Assist with grants and acquittals where relevant. Ensure all areas of governance are adhered to when completing projects

Communication, Promotion & Marketing

- Collaborate with businesses and groups for the benefit of our community
- Provide information and assistance to members and the public
- Assist the community to obtain information on relevant community services
- Assist the community to obtain education and training
- Promote the CRC in your community
- Provide detailed advice and information on projects
- Respond to public/client/Management Committee/Linkwest enquiries
- Increase the profile of the CRC and the network by utilising the CRC website, social media and other forms of communication

Information Handling Skills

- Access, identify, and extract information as required from external sources, e.g. government web portal, websites, databases, libraries, local authorities
- Create new forms, files and records as required using various apps and software
- Display information in a user friendly manner

Technical Skills

- Use Word, Excel, Power-point, Outlook, Canva and Mailchimp to create documents of a professional standard
- Apply a working knowledge of computer systems to solve basic computer problems – e.g. connections to internet, printing, networking
- Assist CRC staff and customers with IT requirements

Training and Supervision

- Attend training sessions as identified
- Provide assistance and training to volunteers and trainees in identified areas of CRC operations
- Delegate tasks and supervise other team members for the benefit of the organisation, projects, time management and development of others

Reporting

- Attend monthly staff meetings
- Contribute to the bi-monthly reports provided to the management committee
- Provide updates of projects at staff meetings when required.
- Provide copies of all documentation and information on projects to manager and relevant staff

Other Duties

- Undertake tasks as directed by the manager of the Ravensthorpe CRC

Sighted and signed..... Date.....