



Recruitment Pack

**EXECUTIVE SUPPORT
OFFICER**

st george
community.

Application Pack

Job title:	Executive Support Officer
Reporting to:	Chief Executive Officer
Award:	Social Community Home Care and Disability Award, 2010
Level	Level 3
Location:	Mortdale
Hours per week:	2 days per week – 15 hours

Thank you for your interest in St George Community Transport.

Our application pack is designed to assist you with information that will support your decision making regarding this position and also ensuring your application is tailored to our organisation.

It contains the following documents:

- Our selection process
- A Position Description(s)
- Our Organisational Chart
- Our Vision and Mission
- Values and Commitment
- Our region

Additional information about St George Community Transport can be found on our website www.stgct.org.au

Please do not hesitate to contact Amalia Betihavas if you have any questions or queries about your application on 9585 3000 or via email amalia.betihavas@stgct.org.au

Selection of Merit

All appointments to St George Community Transport are based on merit i.e. each application is assessed on merit against knowledge, skills, experience, qualification and standard of work performance identified in the position description and advertisement.

The applicant who demonstrates the strongest fit against these selection criteria in their application and throughout the selection processes is recommended to the position.

The Application

In the Advertisement we have outlined the responsibilities, location and selection criteria of the position, which are documented in the Position Description as the knowledge, skills, abilities and experience that are required to perform the duties of the position.

Your application must address the essential and desirable criteria indicated in the position description. If you do not meet the essential requirements specified in the advertisement, or cannot clearly demonstrate that you meet the requirements, you will not be considered for the position. It is your responsibility to ensure this is clearly addressed in your application.

All applications will be held confidential and will be assessed for suitability after the closing date for applications.

To apply please address your application, marked **CONFIDENTIAL** to:

Human Resource Department
St George Community Transport
1/29-33 Pitt Street
MORTDALE NSW 2223
Or send to
amalia.betihavas@stgct.org.au

The Selection Panel

The selection panel is responsible for selecting the applicant best suited for the position. The selection is based on merit and must be based on the materials presented in writing, at interview and from references. The selected candidate will be the one who best satisfies the selection criteria.

Timeline For Recruitment

At STGCT we aim to have our recruitment processes as clear and structured as possible. Ideally, we have our advert listed on various websites for 2 weeks and up to one month. Following the deadline date, we will aim to shortlist within 2-3 days. Once shortlisting has been completed, the successful candidates will be informed and given an interview date a week ahead. This will allow our successful candidates the opportunity to prepare and make arrangements.

Position Description

Job title:	Executive Support Officer
Reporting to:	Chief Executive Officer
Award:	SCHCADS - Social Community Home Care & Disability Services
Level:	Level 3
Location:	Mortdale
Hours per week:	As per contracted

OPERATING ENVIRONMENT

St George Community Transport (STGCT) is a not-for-profit organisation that is committed to improving the lives of its clients, by encouraging and facilitating their mobility, independence and sense of community.

STGCT is funded by Transport for NSW under the Commonwealth Home Support Program and the NSW Community Transport program.

Purpose of the Position

To provide administrative support to the CEO and Managers and to be the first point of contact for clients and others when contacting St George Community Transport.

Responsibilities

1. Ensure that incoming calls and enquiries to the organisation are managed effectively and efficiently, demonstrating excellent customer service.
2. Ensure the correspondence register is accurately maintained.
3. Prepare welcome letters and packs for new consumers and filing of registration forms.
4. Order stationery and brochures and ensure the staff and volunteer ID badges are updated.
5. Verification of Individual Transport.
6. Data entry of bus run sheets
7. Maintain appropriate registers and contacts lists, including collection of fees.
8. Publishing the Bi-monthly newsletter while coordinating with Social Outings Calendar
9. Maintain the organisations website including uploading of files.
10. Help with general IT issues including the printer.
11. Assist with client booking when required (booking of transport, cancellations and other booking related enquiries)
12. Provide Administrative support to the Chief Executive Officer, Managers and other members of the Service Delivery team.
13. Contribute effectively to the goals of the team to provide best possible outcomes to clients.
14. Any other tasks relevant to the role as directed by the Manager.

SELECTION CRITERIA

Mandatory qualifications

- NDIS Worker Screening Check

Essential experience or skills

- Experienced in the use of the Microsoft Office Suite of Products.
- Ability to learn and use other industry related software.
- Excellent written and verbal communication skills.
- Ability to communicate effectively with elderly people, people with disability and their carers.
- Time management skills

Desirable

- Understanding of the disability and aged care service environment
- Ability to work in a flexible, multi-tasking environment.

PERSONAL ATTRIBUTES

- Honest and trustworthy
- Cultural awareness and sensitivity
- Flexible and patient attitude
- Excellent communication skills
- Flexible & responsive

ORGANISATIONAL VALUES

Safety

- We commit to prioritising the safety of our clients when travelling or while they are receiving services at home and in the community. All staff undergo appropriate training, and we are constantly assessing our procedures to see where there are opportunities for improvements.

Respect

- We foster a collaborative environment that respects and encourages the contributions of staff, volunteers, and clients. All contributions are valued equally, and we work hard to achieve the best outcome for all involved.

Integrity

- We are governed by our Board, which leads our compliance with the legislation and standards under which we operate. The risks faced by our business and our financial stability are overseen by our Board.

Teamwork

- We know that we can achieve more when we work together. We embrace diversity, encourage open communication, and share decision-making.

Excellence

- We strive to continuously improve our service offering and provide our community with the resources they need to make positive choices in their lives.
- We encourage excellence in our team members and reward those who display the ability to go above and beyond.

Acknowledgement

Employee

Signature_____Date_____

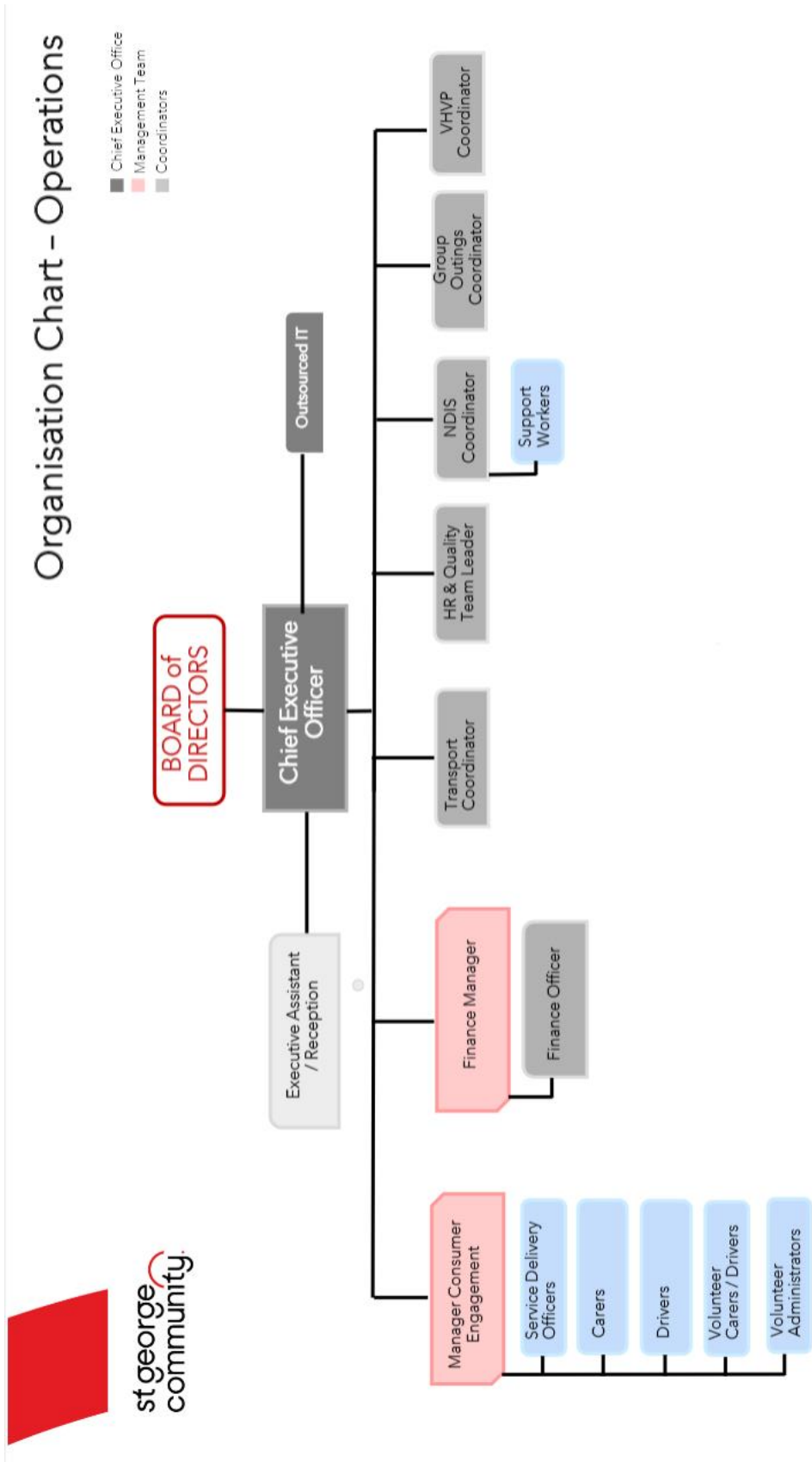
Manager

Signature_____Date_____

Performance review period:

Next review date_____

Organisational Chart



OUR VISION

To facilitate a good quality of life, strong connections and independence for our clients.

OUR MISSION

At St George Community Transport, we strive towards our vision by making the five points below our mission:

Enhance the independence of people in our community

By providing trusted and reliable services across multiple aspects of daily life, our team is dedicated to enabling clients in maintaining their independence both within their personal lives and within the community.

Facilitate people's ability to remain living in their own homes with dignity and choice

The information and services we provide are tailored to each individual client and drive targeted assistance that helps ensure a good quality of life. We also provide resources for clients, friends, family, and the community which are designed to support our initiatives.

Provide support for vulnerable and disadvantaged individuals

Independence and quality of life are underpinned by being able to access support services that meet each individual's needs. We strive each day to ensure that their needs are met and assist whenever possible.

Foster autonomy and connections

By providing opportunities, information, and a suite of services, we aim to reduce isolation, and help people in our community to exercise their choice and control.

Offer quality, caring service

Care, compassion and experience are required to be a provider of choice within the community services sector, and our team embodies these traits.

OUR VALUES

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Respect

We foster a collaborative environment that respects and encourages the contributions of staff, volunteers, and clients. All contributions are valued equally, and we work hard to achieve the best outcome for all involved.

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We know that we can achieve more when we work together. We embrace diversity, encourage open communication, and share decision-making.

Excellence

We work to continuously improve our service offering and provide our community with the resources they need to make positive choices in their lives.

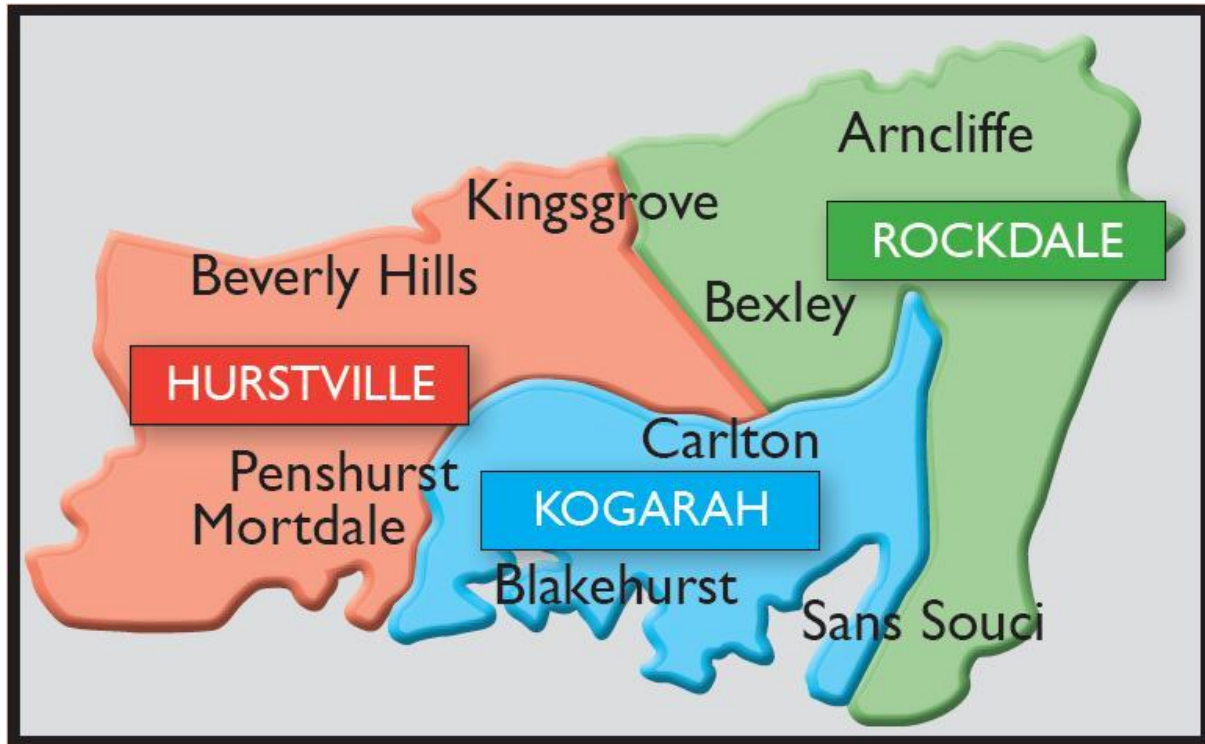
We encourage excellence in our team members and reward those who display the ability to go above and beyond.

OUR COMMITMENT

St George Community Transport is committed to:

- Ensuring that transport disadvantaged people and organisation's are aware of the Service and the support it provides;
- Providing opportunities to improve social participation, to maintain or promote a person's capacity to live as independently as possible;
- Providing a person-centered approach to service delivery, promoting wellness and active participation in goal setting and decision making;
- Providing timely and flexible services that respond to a person and their carer's needs and circumstances;
- Developing collaborative relationships with other service providers for the benefit of people using the service;
- Recruiting and retaining suitable team members to ensure that the service is able to provide an efficient quality service;
- Providing and maintaining an efficient, cost effective and accountable organisation.

Our Region



Important region statistics:*

- The region has a total population of 232 000
- Residents over the age of 60 account for more than 20% of the population
- The percentage of clients over the age of 60 is increasing
- More than half the community comes from a non-English speaking background
- Approximately 4.7% of the population has a disability that requires support to be independent

**Source: Australian Bureau of Statistics, 2011 Census*