



Position Application Information

This document should be read alongside the Position Description. If you have any questions about this position, please contact Terence Humphreys on terence@twenty10.org.au or (02) 8594 9550.

Application

When applying for a position, you must:

1. Answer the targeted questions (below) as part of your application highlighting your skills and experience. Please keep your response to no more than two pages with a font no smaller than 11. Please DO NOT respond to each of the essential and desirable selection criteria.
2. Provide the names of two referees and their contact details (phone numbers & email).
3. Provide a copy of your Curriculum Vitae.
4. Applications should be emailed to terence@twenty10.org.au using the subject line: **Client Engagement Officer - Housing application via Ethical Jobs**, and received by the date and time stated on the Position Description.

Targeted Questions for CSO Housing 2019

Please answer the following targeted questions as part of your application. Please keep your response to no more than two pages with a font no smaller than 11.

1. Please provide a general paragraph summarising your length of experience in the community sector. This should be an overview only, as your accompanying CV should contain details about your specific positions and how long you were in each. If you have experience in other sectors that may have relevance, please feel welcome to indicate this.
2. Client Services Officers are responsible for supporting young LGBTIQ+ people living in our medium term transitional housing and also other young people who access our

social support spaces. They assist these clients to navigate complex systems such as housing, employment, legal services and access to medical services.

Please discuss some of the challenges young LGBTIQ+ people might face when interacting with these systems and why those challenges may be unique to young LGBTIQ+ people.

Describe some experiences you have had as a worker supporting clients to navigate these systems and give examples of strategies you have used to support clients to access external services.

3. Hypothetically, you've been invited to a client services meeting to discuss ways Twenty10 could increase engagement with parents and caregivers of Twenty10 clients. The aim being to provide families with support that could have a positive impact for young LGBTIQ+ people who access Twenty10.

Please discuss 2 or 3 ideas you may bring to the meeting. Describe 2 or 3 positive impacts this project may have for young people and their families and also what challenges or barriers might the project face?

Selection Process

Selection Panel

A selection panel will be established to shortlist applicants, generally including one or two Twenty10 staff representatives, and may include a community partner or board member. The panel will write interview questions, interview shortlisted applicants, contact referees and make the final decision.

Where any member of the selection panel knows an applicant, that member must disclose the nature of the relationship. If the Co-Executive Directors deem the relationship to be a conflict of interest that may impact the panel member's ability to provide a fair and unbiased opinion, the Co-Executive Directors will replace the selection panel member.

Short listing

All applications will be treated as confidential and only members of the Selection Panel will view and discuss applications. In the short listing process, the selection panel will:

- Exclude those who do not adequately meet all the essential criteria
- Exclude those who do not adequately meet any of the desirable criteria, if there are a high number of applicants who adequately meet all the essential and most of the desirable criteria

The selection panel has the discretion to interview applicants who may not have clearly addressed all the essential criteria, but have demonstrated potential to fulfill the criteria.

This will give the selection panel the opportunity to more fully examine the applicants' credentials.

The selection panel will re-advertise the position if there are no applicants who fulfill at least the essential qualifications stipulated in the advertisement.

Interview Process

The interview questions will be standard for all people being interviewed for this position, and will be based on the selection criteria and the job description. The panel reserves the right to ask follow-up questions to these predetermined questions, in order to more clearly ascertain whether the applicant meets the criteria.

If anyone needs to bring their children with them to the interview, we can accommodate that. We have toys and books for other children. No-one will be viewed less favourably for bringing children to the interview, but we would like to know in advance if possible.

Decision Making

A member from the interview panel will contact the referees of the preferred applicant. In accordance with the *Child Protection (Prohibited Employment) Act*, details of the preferred applicant will be verified for a *Working with Children Check* (or the preferred applicant can apply for one). A member from the selection panel will contact the successful applicant. Once the position has been accepted, a member from the selection panel will advise and provide feedback to unsuccessful applicants.

Equal Opportunity Employment

Twenty10 incorporating GLCS NSW abides by Equal Employment Opportunity principles. Each applicant will be treated fairly and in an unbiased way. Twenty10 is committed to providing opportunities for all applicants regardless of race, age, religion, national origin, disability, bodily diversity, marital status, familial status, veteran status, intersex status, sexuality and/or gender orientation, identity or experience.

By encouraging and sustaining a diverse workplace, we can create a more welcoming and responsive environment to better meet the needs of our clients and workers. We strongly encourage Aboriginal and Torres Strait Islander people, people of culturally and linguistically diverse backgrounds as well as people who identify as LGBTIQ+ or similar to apply.