



Pine Rivers Neighbourhood Centre
865 Gympie Road, Lawnton, QLD 4501
PO Box 489, Lawnton, QLD 4501
Phone 07 3889 0063 Fax 07 3285 1531
Email encircle@encircle.org.au
Web www.encircle.org.au

Redcliffe Neighbourhood Centre
1 Lamington Drive, Redcliffe, QLD 4020
PO Box 2102, Redcliffe North, QLD 4020
Phone 07 3284 3081 Fax 07 3285 1531
Email redcliffe@encircle.org.au
Web www.encircle.org.au

Pine Rivers Community Legal Service
4a/481 Gympie Road, Strathpine, QLD 4500
PO Box 489, Lawnton, QLD 4501
Phone 07 3881 3500 Fax 07 3285 1531
Email legal@encircle.org.au
Web www.encircle.org.au

Young Parents Program
119 Stafford Road, Kedron, QLD 4031
PO Box 1179, Stafford, QLD 4053
Phone 07 3357 9944 Fax 07 3857 8021
Email ypp@encircle.org.au
Web www.encircle.org.au

APPLICATION PACKAGE – TECHNICAL SUPPORT WORKER– PART TIME

Applications are open for the position of Technical Support Worker at Encircle Ltd. This is a part time position for 21 hours per week, based at the Pine Rivers Neighbourhood Centre in Lawnton.

Encircle Ltd is a not for profit community owned and operated organisation for individuals and families in the greater North Brisbane area. At a variety of locations, Encircle Ltd identifies and responds to local community needs and offers a flexible range of support services, activities and opportunities within a safe and welcoming environment. Encircle Ltd is focused on early intervention and prevention, and encourages community participation with a strong volunteering philosophy. Encircle Ltd has a staff team of more than 50 paid employees and 250 volunteers.

The technical support worker will:

- Possess demonstrable experience in some or all of the following:
 - Windows Server 2012 to 2016
 - Windows 7 to Windows 10
 - Active Directory
 - Microsoft Exchange and/or Exchange online
 - Microsoft 365
 - Anti-virus
 - Office suite of products (eg Word, Excel)

The technical support worker will report to the Corporate Services Manager

The following documents are enclosed:

1. Practice Framework Policy
2. Position Description

In no more than two pages, your application should address the selection criteria and outline your suitability for the role. Please include a current resume in your application. Applications are to be lodged by email, clearly marking the subject line "Confidential, Technical Support Worker and email to elissan@encircle.org.au

Closing date for applications is 5pm on 30th June 2020. Any enquiries for this position can be directed to Elissa Nelson, on 3889 0063.

Kind regards,

Elissa Nelson, Corporate Services Manager



encircle
connect • transform • enrich

Position Title: Technical Support Worker – Level 1

Classification: The provisions of the Social, Community, Home Care and Disability Services Industry Award 2010 (Subject to Pay Equity Regulation 316) - Level 4 – apply. Salary sacrifice is available.

Type of Position: This is a permanent part time position for 21 hours per week

Purpose of the Role:

Provide analytical and technical service, on multi user systems, to internal clients on an as required basis.

Organizational Environment:

Encircle is a not for profit community owned and operated organisation for individuals and families in the Greater North Brisbane Region. The Centre responds to personal and community needs within a safe and welcoming environment through our focus areas that provide a flexible range of activities, supports and information.

Encircle Ltd operates in accordance with its Mission Statement, Policy and Operating Principles. All staff and volunteers will adhere to Privacy and Confidentiality requirements, a Code of Conduct and actively participate in organisational planning and development.

The Technical Support Worker will report to the Corporate Services Manager of the Encircle. The position is based at the Pine Rivers Neighbourhood Centre, located at Lawnton. Centre vehicles are available during business hours. Occasional use of own car may be required and will be reimbursed as per the award. Encircle is committed to flexible workplace practices and offers a supportive team environment.

Key Attributes:

- Great attention to detail
- Excellent troubleshooting and problem-solving skills
- Exceptional customer service skills with the ability to build rapport with end users
- Possess good telephone and written communication skills
- A positive outlook on service delivery to a diverse set of clients

Technical Skills:

- Possess demonstrable experience in some or all of the following:

- Windows Server 2012 to 2016
- Windows 7 to Windows 10
- Active Directory
- Microsoft Exchange and/or Exchange online
- Microsoft 365
- Anti-virus
- Office suite of products (eg Word, Excel)

Key Responsibilities:

- Endpoint (over a range of operating systems) and peripheral troubleshooting and support
- End-user Support
- Onsite Deskside Support
- Educates users in network administration and usage if required
- User network account management
- Complete daily checklist
- Level 1 administration of active directory and anti-virus
- Performs endpoint patching
- Follows standard operating procedures and published workflow procedures
- Records all activities performed in a Help Desk System

Delegated Authorities:

- NIL

Qualifications, Professional Memberships, Experience:

- Tertiary qualifications in ICT

Other requirements:

- Driver's Licence
- Blue Card/ability to apply
- Police Check

Key Selection Criteria:

- Demonstrated understanding of, and commitment to the principles of Social Justice
- Demonstrated ability to maintain Windows servers in a Cloud environment
- Demonstrated ability to coordinate ICT related projects and implement change management processes
- A high degree of professionalism and well developed interpersonal skills with a capacity to communicate effectively with a wide range of people including staff, volunteers and contractors
- Strong Problem solving skills

ENCIRCLE LTD

Practice Framework Policy

Date adopted: 27/11/2018		
Authorised by: Encircle Board of Directors		
Date last reviewed: 02/03/2015	Reviewed by: Leadership Team 24/09/2018	Date of next review: 24/09/2021
Policy context: This policy relates to:		
Human Services Quality Framework	1.3	
DSS Administrative Approval Requirements	1.1, 1.2	
CLC's Australia Standard	A1.1	
Legislation or other requirements		

RATIONALE

The Practice Framework provides a shared understanding of how the mission statement, "To support individuals, families and strengthen our communities" is enacted in all the services and programs of Encircle Ltd

POLICY STATEMENT

Encircle works within a Strength Based Framework in all interactions with the community it supports. A Strength Based Framework works alongside people to:

- identify and build on their competencies, resources and capacities rather than focus on perceived deficits
- identify and build on change that is naturally occurring and within the individual's control
- acknowledge that people are experts in their own lives, and uses language that reflects this
- see the problem as the problem, rather than the individual or group as the problem
- assist people to define their aspirations and goals and focus on the future
- recognize that change is constant and inevitable
- support self determination through genuine choice and the right to participation, inclusion and consultation

At an organisational level and at a board (governance) level this influences processes, including how we evaluate, give and receive feedback, work collaboratively, make decisions and engage with new ideas. It also facilitates a mutual learning environment that values self-reflective practice.

ENCIRCLE'S WORK IS

Community development oriented

The term "community" refers to both geographic communities and communities of interest:

- geographic communities i.e. people who identify with geographic areas
- communities of interest i.e. people who share a common history, culture, religion, experience or particular interest.

Community development strengthens individuals and groups to affect change in their own communities by engaging with others and building the skills and tools they need to bring about the desired change. A community development approach:

- involves individuals, families and communities in planning, direction setting, decision making and actions that impact on them
- builds the capacity of individuals, families and communities to address and find solutions to issues, and to set and achieve goals
- works collaboratively to achieve agreed outcomes

Child and young person centred

A child and young person centred approach means that children and young people are:

- at the centre of the process
- treated with respect and dignity
- given appropriate opportunities to participate and to be listened to
- supported and involved in developmentally-appropriate ways
- recognized as experts on their own experiences
- given choices and involved in decision making
- supported within the family context to build skills and strategies for the future
- provided with opportunities to develop and strengthen their peer relationships
- supported to develop healthy identities and skills as young adults

Family focused

A family focused approach:

- embraces the multiplicity of family types and situations
- requires workers to create a partnership with families, and work collaboratively with them
- includes family members in all decision making and planning activities at the level of participation they choose
- acknowledges the family members as the experts on their particular situation
- acknowledges families as the experts on their child's needs and abilities
- assists families to identify their strengths and build family resilience and resources
- involves families as participants in a continuous improvement processes

Prevention and early intervention focused

Prevention:

- is underpinned by education and information
- employs activities and strategies that support and promote individual, family and community wellbeing

- builds capacity
- supports self reliance

Early intervention:

- responds to individuals, families and communities that have displayed early signs of a risk or problem
- aims to minimize the extent of intervention required
- focuses on strengthening resilience
- may include follow up support after an initial intervention has been provided

ENCIRCLE'S PRACTICE FRAMEWORK IS INFORMED AND GUIDED BY THE FOLLOWING OPERATING PRINCIPLES:

Social Justice

Socially just practice is premised upon a commitment to access, equity, participation and rights for all members of the community, particularly those who are vulnerable or systemically marginalized, including but not limited to;

- children and young people
- women
- Aboriginal and Torres Strait Islanders
- those with mental health issues
- people who are homeless or at risk of homelessness
- unemployed people
- sole parent families

Implementing socially just practice means ensuring:

- everyone is informed about and has access to services regardless of education, religion, abilities, marital status, sexual orientation, health status, socio-economic status, gender, culture or other personal factors or life choices
- where necessary, strategies to promote and facilitate access and equity for identified/marginalised groups may be utilised
- all position descriptions include "Demonstrated understanding of, and commitment to the principles of Social Justice" as a selection criterion
- Encircle's workforce is appropriately skilled in cross cultural awareness
- work practices are inclusive, promote a sense of belonging, and contribute to an environment in which everyone feels respected and valued
- the organisation, staff and volunteers act fairly, in good faith and without bias

Professionalism

Professionalism involves demonstrating a high standard of ethics and behaviour in all work activities:

- maintaining a commitment to best practice, innovation and ongoing learning and development
- maintaining personal and professional boundaries
- working in accordance with industry standards
- employing workers who are appropriately qualified

Integrity

Integrity involves honesty, truthfulness and authenticity; it is demonstrated by consistency and methods:

- in the development of the organisational mission statement, policies and procedures
- by working in accordance with the mission statement, policies, procedures and funding body standards
- by engaging in self-reflective practice
- by declaring any conflict of interests
- by ensuring appropriate use of the organisation's resources

Transparency

Transparency involves openness, communication and accountability and requires appropriate governance and reporting structures and systems, by ensuring:

- decision-making processes are based on consultation and collaboration i.e. people play an active part in decisions that will affect them
- rights, roles, responsibilities are explored and made explicit
- stakeholders understand the provisions (or boundaries) of privacy and confidentiality
- the right of individuals to access information relating to them

Respect

Respect involves a high regard for people's intrinsic worth, their right to self determination, participation and inclusion; it is demonstrated by:

- recognizing people's potential
- honouring and valuing people's strengths and seeking to learn from them
- acknowledging people's right to safety and resources
- valuing people's uniqueness and diversity

Partnership

Partnership involves cooperation and/or collaboration and may be informal or formal. We will work in partnership with the community, other organisations and funding bodies in order to best meet the needs of clients and the community, and to maximise resources. When working in partnership we will:

- ensure there is a shared purpose and agreed outcomes
- ensure there are defined roles, responsibilities and procedures
- engage in shared decision making processes
- encourage mutual learning by sharing resources, information, knowledge and networks
- work to maintain strong and positive relationships.