

Women with Disabilities Victoria Enterprise Agreement 2022

Schedule A - Classification structure

Note: This document has been extracted from the Women with Disabilities Victoria (WDV) Employment Agreement 2022.

The Agreement adopts the Social and Community Services (SACS) employees' classification structure of the Social, Community, Home Care and Disability Services (SCHCADS) Industry Award 2010 as the WDV employee classification structure.

The SCHCADS Award classifications may be amended from time to time and it is WDV's responsibility to ensure this document remains current.

The current Award may be viewed at

<https://awardviewer.fwo.gov.au/award/show/ma000100>

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Social and community services employee level 1

1.1. Characteristics of the level

- a) A person employed as a Social and community services employee level 1 works under close direction and undertakes routine activities which require the practical application of basic skills and techniques. They may include the initial recruit who may have limited relevant experience.
- b) General features of work in this level consist of performing clearly defined activities with outcomes being readily attainable. Employees' duties at this level will be closely monitored with instruction and assistance being readily available.
- c) Freedom to act is limited by standards and procedures. However, with experience, employees at this level may have sufficient freedom to exercise judgment in the planning of their own work within those confines.
- d) Positions at this level will involve employees in extensive on-the-job training including familiarisation with the goals and objectives of the workplace.
- e) Employees will be responsible for the time management of their work and required to use basic numeracy, written and verbal communication skills, and where relevant, skills required to assist with personal care and lifestyle support.
- f) Supervision of other staff or volunteers is not a feature at this level. However, an experienced employee may have technical oversight of a minor work activity.
- g) At this level, employers are expected to offer substantial internal and/or external training.

1.2 Responsibilities

A position at this level may include some of the following inputs or those of a similar value:

- a) undertake routine activities of a clerical and/or support nature;
- b) undertake straightforward operation of keyboard equipment including data input and word processing at a basic level;
- c) provide routine information including general reception and telephonist duties;
- d) provide general stenographic duties;
- e) apply established practices and procedures;
- f) undertake routine office duties involving filing, recording, checking and batching of accounts, invoices, orders, stores requisitions and maintenance of an existing records system;
- g) resident contact and interaction including attending to their personal care or undertaking generic domestic duties under direct or routine supervision and either individually or as part of a team as part of the delivery of disability services;
- h) preparation of the full range of domestic duties including cleaning and food service, assistance to residents in carrying out personal care tasks under general supervision either individually or as part of a team as part of the delivery of disability services.

The minimum rate of pay for employees engaged in responsibilities which are prescribed by 1.2 (h) is pay point 2.

1.3 Requirements of the position

Some or all of the following are needed to perform work at this level:

- a) Skills, knowledge, experience, qualifications and/or training
 - i) developing knowledge of the workplace function and operation;
 - ii) basic knowledge of administrative practices and procedures relevant to the workplace;
 - iii) a developing knowledge of work practices and policies of the relevant work area;
 - iv) basic numeracy, written and verbal communication skills relevant to the work area;
 - v) at this level employers are required to offer substantial on-the-job training.

b) Organisational relationships

Work under direct supervision.

c) Extent of authority

- i) Work outcomes are clearly monitored.
- ii) Freedom to act is limited by standards and procedures.
- iii) Solutions to problems are found in established procedures and instructions with assistance readily available.
- iv) Project completion according to instructions and established procedures.
- v) No scope for interpretation.

d) Progression

An employee primarily engaged in responsibilities which are prescribed by 1.2(g) will, if full-time, progress to pay point 2 on completion of 12 months' industry experience, or if part-time, on completion of 1976 hours of industry experience. Industry experience means 12 months of relevant experience gained over the previous 3 years.

Social and community services employee level 2

2.1 Characteristics of the level

- a) A person employed as a Social and community services employee level 2 will work under general guidance within clearly defined guidelines and undertake a range of activities requiring the application of acquired skills and knowledge.
- b) General features at this level consist of performing functions which are defined by established routines, methods, standards and procedures with limited scope to exercise initiative in applying work practices and procedures. Assistance will be readily available. Employees may be responsible for a minor function and/or may contribute specific knowledge and/or specific skills to the work of the organisation.

In addition, employees may be required to assist senior workers with specific projects.

- c) Employees will be expected to have an understanding of work procedures relevant to their work area and may provide assistance to lower classified employees or volunteers concerning established procedures to meet the objectives of a minor function.
- d) Employees will be responsible for managing time, planning and organising their own work and may be required to oversee and/or guide the work of a limited number of lower classified employees or volunteers. Employees at this level could be required to resolve minor work procedural issues in the relevant work area within established constraints.
- e) Employees who have completed an appropriate certificate and are required to undertake work related to that certificate will be appointed to this level. Where the appropriate certificate is a level4 certificate the minimum rate of pay will be pay point 2.
- f) Employees who have completed an appropriate diploma and are required to undertake work related to the diploma will commence at the second pay point of this level and will advance after 12 full-time equivalent months' satisfactory service.

2.2 Responsibilities

A position at this level may include some of the following:

- a) undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines;
- b) achieve outcomes which are clearly defined;
- c) respond to enquiries;
- d) assist senior employees with special projects;
- e) prepare cash payment summaries, banking reports and bank statements, post journals to ledger etc. and apply purchasing and inventory control requirements;
- f) perform elementary tasks within a community service program requiring knowledge of established work practices and procedures relevant to the work area;
- g) provide secretarial support requiring the exercise of sound judgment, initiative, confidentiality and sensitivity in the performance of work;
- h) perform tasks of a sensitive nature including the provision of more than routine information, the receiving and accounting for moneys and assistance to clients;
- i) assist in calculating and maintaining wage and salary records;
- j) assist with administrative functions;
- k) implementing client skills and activities programmes under limited supervision either individually or as part of a team as part of the delivery of disability services;

- l) supervising or providing a wide range of personal care services to residents under limited supervision either individually or as part of a team as part of the delivery of disability services;
- m) assisting in the development or implementation of resident care plans or the planning, cooking or preparation of the full range of meals under limited supervision either individually or as part of a team as part of the delivery of disability services;
- n) possessing an appropriate qualification (as identified by the Employer) at the level of certificate 4 or above and supervising the work of others (including work allocation, rostering and providing guidance) as part of the delivery of disability services as described above.

2.3 Requirements of the position

Some or all of the following are needed to perform work at this level:

a) Skills, knowledge, experience, qualification and/or training

- i) basic skills in oral and written communication with clients and other members of the public;
- ii) knowledge of established work practices and procedures relevant to the workplace;
- iii) knowledge of policies relating to the workplace;
- iv) application of techniques relevant to the workplace;
- v) developing knowledge of statutory requirements relevant to the workplace;
- vi) understanding of basic computing concepts.

b) Prerequisites

- i) an appropriate certificate relevant to the work required to be performed;
- ii) will have attained previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required;
- iii) appropriate on-the-job training and relevant experience; or
- iv) entry point for a diploma without experience.

c) Organisational relationships

- i) work under regular supervision except where this level of supervision is not required by the nature of responsibilities under 2.2 being undertaken;
- ii) provide limited guidance to a limited number of lower classified employees.

d) Extent of authority

- i) work outcomes are monitored;
- ii) have freedom to act within established guidelines;

- iii) solutions to problems may require the exercise of limited judgment, with guidance to be found in procedures, precedents and guidelines. Assistance will be available when problems occur.

Social and community services employee level 3

3.1 Characteristics of this level

- a) A person employed as a Social and community services employee level 3 will work under general direction in the application of procedures, methods and guidelines which are well established.
- b) General features of this level involve solving problems of limited difficulty using knowledge, judgment and work organisational skills acquired through qualifications and/or previous work experience. Assistance is available from senior employees. Employees may receive instruction on the broader aspects of the work. In addition, employees may provide assistance to lower classified employees.
- c) Positions at this level allow employees the scope for exercising initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.
- d) At this level, employees may be required to supervise lower classified staff or volunteers in their day-to-day work. Employees with supervisory responsibilities may undertake some complex operational work and may undertake planning and co-ordination of activities within a clearly defined area of the organisation including managing the day-to-day operations of a group of residential facility for persons with a disability.
- e) Employees will be responsible for managing and planning their own work and that of subordinate staff or volunteers and may be required to deal with formal disciplinary issues within the work area.
- f) Those with supervisory responsibilities should have a basic knowledge of the principles of human resource management and be able to assist subordinate staff or volunteers with on-the-job training. They may be required to supervise more than one component of the work program of the organisation.
- g) Graduates with a three year degree that undertake work related to the responsibilities under this level will commence at no lower than pay point 3. Graduates with a four year degree that undertake work related to the responsibilities under this level will commence at no lower than pay point 4.

3.2 Responsibilities

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- a) undertake responsibility for various activities in a specialised area;
- b) exercise responsibility for a function within the organisation;

- c) allow the scope for exercising initiative in the application of established work procedures;
- d) assist in a range of functions and/or contribute to interpretation of matters for which there are no clearly established practices and procedures although such activity would not be the sole responsibility of such an employee within the workplace;
- e) provide secretarial and/or administrative support requiring a high degree of judgment, initiative, confidentiality and sensitivity in the performance of work;
- f) assist with or provide a range of records management services, however the responsibility for the records management service would not rest with the employee;
- g) proficient in the operation of the computer to enable modification and/or correction of computer software systems or packages and/or identification problems. This level could include systems administrators in small to medium sized organisations whose responsibility includes the security/integrity of the system;
- h) apply computing programming knowledge and skills in systems development, maintenance and implementation under direction of a senior employee;
- i) supervise a limited number of lower classified employees or volunteers;
- j) allow the scope for exercising initiative in the application of established work procedures;
- k) deliver single stream training programs;
- l) co-ordinate elementary service programs;
- m) provide assistance to senior employees;
- n) where prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:
 - i) undertake some minor phase of a broad or more complex assignment;
 - ii) perform duties of a specialised nature;
 - iii) provide a range of information services;
 - iv) plan and co-ordinate elementary community-based projects or programs;
 - v) perform moderately complex functions including social planning, demographic analysis, survey design and analysis.
- o) in the delivery of disability services as described in subclause 2.2, taking overall responsibility for the personal care of residents; training, co-ordinating and supervising other employees and scheduling work programmes; and assisting in liaison and coordination with other services and programmes.

3.3 Requirements of the job

Some or all of the following are needed to perform work at this level:

a) Skills, knowledge, experience, qualifications and/or training

- i) thorough knowledge of work activities performed within the workplace;
- ii) sound knowledge of procedural/operational methods of the workplace;
- iii) may utilise limited professional or specialised knowledge;
- iv) working knowledge of statutory requirements relevant to the workplace;
- v) ability to apply computing concepts.

b) Prerequisites

- i) entry level for graduates with a relevant three year degree that undertake work related to the responsibilities under this level-pay point 3;
- ii) entry level for graduates with a relevant four year degree that undertake work related to the responsibilities under this level-pay point 4;
- iii) associate diploma with relevant experience; or
- iv) relevant certificate with relevant experience, or experience attained through previous appointments, services and/or study of an equivalent level of expertise and/or experience to undertake the range of activities required.

c) Organisational relationships

- i) graduates work under direct supervision;
- ii) works under general supervision except where this level of supervision is not required by the nature of the responsibilities under 3.2 being undertaken;
- iii) operate as member of a team;
- iv) supervision of other employees.

d) Extent of authority

- i) graduates receive instructions on the broader aspects of the work;
- ii) freedom to act within defined established practices;
- iii) problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.

Social and community services employee level 4

4.1 Characteristics of this level

- a) A person employed as a Social and community services employee level 4 will work under general direction in functions that require the application of skills and knowledge appropriate to the work. Generally guidelines and work procedures are established.
- b) General features at this level require the application of knowledge and skills which are gained through qualifications and/or previous experience in a discipline. Employees will be expected to contribute knowledge in establishing procedures in the appropriate work-related field. In addition, employees at this level may be required to supervise various functions within a work area or activities of a complex nature.

- c) Positions may involve a range of work functions which could contain a substantial component of supervision. Employees may also be required to provide specialist expertise or advice in their relevant discipline.
- d) Work at this level requires a sound knowledge of program, activity, operational policy or service aspects of the work performed with a function or a number of work areas.
- e) Employees require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position, to achieve specific objectives.
- f) Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

4.2 Responsibilities

To contribute to the operational objectives of the workplace, a position at this level may include some of the following:

- a) undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined;
- b) perform duties of a specialised nature requiring the development of expertise over time or previous knowledge;
- c) identification of specific or desired performance outcomes;
- d) contribute to interpretation and administration of areas of work for which there are no clearly established procedures;
- e) expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined;
- f) although still under general direction, there is greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints;
- g) provide administrative support of a complex nature to senior employees;
- h) exercise responsibility for various functions within a work area;
- i) provide assistance on grant applications including basic research or collection of data;
- j) undertake a wide range of activities associated with program activity or service delivery;
- k) develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material;
- l) undertake computer operations requiring technical expertise and experience and may exercise initiative and judgment in the application of established procedures and practices;

- m) apply computer programming knowledge and skills in systems development, maintenance and implementation;
- n) provide a reference and research information service and technical service including the facility to understand and develop technologically based systems;
- o) where the prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:
 - i) liaise with other professionals at a technical/professional level;
 - ii) discuss techniques, procedures and/or results with clients on straight forward matters;
 - iii) lead a team within a specialised project;
 - iv) provide a reference, research and/or technical information service;
 - v) carry out a variety of activities in the organisation requiring initiative and judgment in the selection and application of established principles, techniques and methods;
 - vi) perform a range of planning functions which may require exercising knowledge of statutory and legal requirements;
 - vii) assist senior employees with the planning and co-ordination of a community program of a complex nature.

4.3 Requirements of the position

Some or all of the following are needed to perform work at this level:

a) Skills, knowledge, experience, qualifications and/or training

- i) knowledge of statutory requirements relevant to work;
- ii) knowledge of organisational programs, policies and activities;
- iii) sound discipline knowledge gained through experience, training or education;
- iv) knowledge of the role of the organisation and its structure and service;
- v) specialists require an understanding of the underlying principles in the discipline.

b) Prerequisites

- i) relevant four year degree with one year's relevant experience;
 - ii) three year degree with two years of relevant experience;
 - iii) associate diploma with relevant experience;
 - iv) lesser formal qualifications with substantial years of relevant experience; or
 - v) attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities.
- c) Employees undertaking specialised services will be promoted to this level once they have had the appropriate experience and undertake work related to the responsibilities under this level.

d) Employees working as sole employees will commence at this level.

e) Organisational relationships

- i) works under general direction;
- ii) supervises other staff and/or volunteers or works in a specialised field.

f) Extent of authority

- i) required to set outcomes within defined constraints;
- ii) provides specialist technical advice;
- iii) freedom to act governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within the clear objectives and/or budget constraints where there are no defined established practices;
- iv) solutions to problems generally found in precedents, guidelines or instructions;
- v) assistance usually available.

Social and community services employee level 5

5.1 Characteristics of the level

- a) A person employed as a Social and community services employee level 5 will work under general direction from senior employees. Employees undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals.
- b) Employees adhere to established work practices. However, they may be required to exercise initiative and judgment where practices and direction are not clearly defined.
- c) General features at this level indicate involvement in establishing organisation programs and procedures. Positions will include a range of work functions and may involve supervision. Work may span more than one discipline. In addition, employees at this level may be required to assist in the preparation of, or prepare the organisation's budget. Employees at this level will be required to provide expert advice to employees classified at a lower level and volunteers.
- d) Positions at this level demand the application of knowledge which is gained through qualifications and/or previous experience. In addition, employees will be required to set priorities and monitor work flows in their area of responsibility which may include establishing work programs in small organisations.
- e) Employees are required to set priorities, plan and organise their own work and that of lower classified staff and/or volunteers and establish the most appropriate operational methods for the organisation. In addition, interpersonal skills are required to gain the cooperation of clients and staff.
- f) Employees responsible for projects and/or functions will be required to establish outcomes to achieve organisation goals. Specialists may be required to provide multidisciplinary advice.

5.2 Responsibilities

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- a) responsibility for a range of functions within the organisation requiring a high level of knowledge and skills;
- b) undertake responsibility for a moderately complex project, including planning, coordination, implementation and administration;
- c) undertake a minor phase of a broader or more complex professional assignment;
- d) assist with the preparation of or prepare organisation or program budgets in liaison with management;
- e) set priorities and monitor work flow in the areas of responsibility;
- f) provide expert advice to employees classified at lower levels and/or volunteers;
- g) exercise judgment and initiative where procedures are not clearly defined;
- h) understanding of all areas of computer operation to enable the provision of advice and assistance when non-standard procedures/processes are required;
- i) monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers compensation and rehabilitation;
- j) undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas. May exercise responsibility for a specialised area of computing operation;
- k) undertake publicity assignments within the framework of the organisation's publicity and promotions program. Such assignments would be of limited scope and complexity but would involve the co-ordination of facets of the total program including media liaison, design and layout of publications/displays and editing;
- l) operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee;
- m) undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation;
- n) plan, co-ordinate, implement and administer the activities and policies including preparation of budget;
- o) develop, plan and supervise the implementation of educational and/or developmental programs for clients;
- p) plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting;
- q) where the prime responsibility lies in professional services, employees at this level would undertake at least some of the following:
 - i) under general direction undertake a variety of tasks of a specialised and/or detailed nature;
 - ii) exercise professional judgment within prescribed areas;

- iii) carry out planning, studies or research for particular projects including aspects of design, formulation of policy, implementation of procedures and presentation;
- iv) provide reports on progress of program activities including recommendations;
- v) exercise a high level of interpersonal skills in dealing with the public and other organisations;
- vi) plan, develop and operate a community service organisation of a moderately complex nature.

5.3 Requirements of the position

Some or all of the following are needed to perform work at this level:

a) Skills, knowledge, experience, qualifications and/or training

- i) knowledge of organisational programs, policies and activities;
- ii) sound discipline knowledge gained through experience;
- iii) knowledge of the role of the organisation, its structure and services.

b) Prerequisites

- i) relevant degree with relevant experience;
- ii) associate diploma with substantial experience;
- iii) qualifications in more than one discipline;
- iv) less formal qualifications with specialised skills sufficient to perform at this level;
- v) attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.

c) Organisational relationships

- i) work under general direction;
- ii) supervise other employees and/or volunteers.

d) Extent of authority

- i) exercise a degree of autonomy;
- ii) control projects and/or programs;
- iii) set outcomes for lower classified staff;
- iv) establish priorities and monitor work flow in areas of responsibility; or
- v) solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.

Social and community services employee level 6

6.1 Characteristics of the level

- a) A person employed as a Social and community services employee level 6 will operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.
- b) General features at this level allow employees the scope to influence the operational activities of the organisation and would require employees to be involved with establishing operational procedures which impact upon the organisation and/or the sections of the community served by it. Employees at this level will be expected to contribute to management of the organisation; assist or prepare budgets, establish procedures and work practices. Employees will be involved in the formation of programs and work practices and will be required to provide assistance and/or expert advice to other employees. Employees may be required to negotiate matters on behalf of the organisation.
- c) Positions at this level will require responsibility for decision-making in the particular work area and the provision of expert advice. Employees will be required to provide consultation and assistance relevant to the workplace. Employees will be required to set outcomes for the work areas for which they are responsible so as to achieve the objectives of the organisation. They may be required to undertake the control and co-ordination of a program, project and/or significant work area. Employees require a good understanding of the long term goals of the organisation.
- d) Employees may exercise managerial responsibility, work independently as specialists or may be a senior member of a single discipline project team or provide specialist support to a range of programs or activities. Positions at this level may be identified by: impact of activities undertaken or achievement of stated outcomes or objectives for the workplace; the level of responsibility for decision-making; the exercise of judgment; delegated authority; and the provision of expert advice.
- e) Managing time is essential so outcomes can be achieved. A high level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff. Employees will be required to understand and implement effective staff management and personnel practices.

6.2 Responsibilities

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- a) undertake significant projects and/or functions involving the use of analytical skills;
- b) undertake managerial or specialised functions under a wide range of conditions to achieve results in line with organisation goals;

- c) exercise managerial control, involving the planning, direction, control and evaluation of operations which include providing analysis and interpretation for either a major single or multi-specialist operation;
- d) undertake a range of duties within the work area, including develop work practices and procedures; problem definition, planning and the exercise of judgment; provide advice on policy matters and contribute to their development;
- e) negotiate on matters of significance within the organisation with other bodies and/or members of the public;
- f) provide advice on matters of complexity within the work area and/or specialised area;
- g) control and co-ordinate a work area or a larger organisation within budgetary constraints;
- h) exercise autonomy in establishing the operation of the work area;
- i) provide a consultancy service for a range of activities and/or to a wide range of clients;
- j) where the prime responsibility lies in a specialised field an employee at this level would undertake at least some of the following:
 - i) provide support to a range of activities or programs;
 - ii) control and co-ordinate projects;
 - iii) contribute to the development of new procedures and methodology;
 - iv) provide expert advice and assistance relevant to the work area;
 - v) supervise/manage the operation of a work area and monitor work outcomes;
 - vi) supervise on occasions other specialised staff;
 - vii) supervise/manage the operation of a discrete element which is part of a larger organisation;
 - viii) provide consultancy services for a range of activities.

6.3 Requirements of the position

Some or all of the following are needed to perform work at this level:

b) Skills, knowledge, experience, qualification and/or training

- i) comprehensive knowledge of organisation policies and procedures;
- ii) specialist skills and/or supervision/management abilities exercised within a multi-disciplinary or major single function operation;
- iii) specialist knowledge gained through experience, training or education;
- iv) appreciation of the long term goals of the organisation;
- v) detailed knowledge of program activities and work practices relevant to the work area;
- vi) knowledge of organisation structures and functions;

vii) comprehensive knowledge of requirements relevant to the discipline.

b) Prerequisites

- i) degree with substantial experience;
- ii) post graduate qualification;
- iii) associate diploma with substantial experience;
- iv) attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this level.

c) Organisational relationships

- i) works under limited direction from senior employees of the Committee of Management or Board;
- ii) supervision of staff.

d) Extent of authority

- i) exercise a degree of autonomy;
- ii) may manage a work area or medium to large organisation or multi-worksite organisation;
- iii) has significant delegated authority;
- iv) selection of methods and techniques based on sound judgment;
- v) manage significant projects and/or functions;
- vi) solutions to problems can generally be found in documented techniques, precedents, or instructions. Advice available on complex or unusual matters.

Social and community services employee level 7

7.1 Characteristics of the level

- a) A person employed as a Social and community services employee level 7 will operate under limited direction and exercise managerial responsibility for various functions within a section and/or organisation or operate as a specialist, a member of a specialised professional team or independently.
- b) General features at this level require employees' involvement in establishing operational procedures which impact on activities undertaken and outcomes achieved by the organisation and/or activities undertaken by sections of the community served by the organisation.
- c) Employees are involved in the formation/establishment of programs, the procedures and work practices within the organisation and will be required to provide assistance to other employees and/or sections.
- d) Positions at this level will demand responsibility for decision-making and the provision of expert advice to other areas of the organisation. Employees would be expected to undertake the control and co-ordination of the organisation and major

work initiatives. Employees require a good understanding of the long term goals of the organisation.

- e) In addition, positions at this level may be identified by the level of responsibility for decision-making, the exercise of judgment and delegated authority and the provision of expert advice.
- f) The management of staff is normally a feature at this level. Employees are required to set outcomes in relation to the organisation and may be required to negotiate matters on behalf of the organisation.

7.2 Responsibilities

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- a) undertake managerial or specialised functions under a wide range of conditions to achieve results in line with divisional/corporate goals;
- b) exercise managerial control, involving the planning, direction, control and evaluation of operations which include providing analysis and interpretation for either a major single discipline or multi-discipline operation;
- c) develop work practices and procedures for various projects;
- d) establish work area outcomes;
- e) prepare budget submissions for senior officers and/or the organisation;
- f) develop and implement significant operational procedures;
- g) review operations to determine their effectiveness;
- h) develop appropriate methodology and apply proven techniques in providing specialised services
- i) where prime responsibility lies in a professional field an officer at this level:
 - i) controls and co-ordinates projects/programs within an organisation in accordance with corporate goals;
 - ii) provides a consultancy service to a wide range of clients;
 - iii) functions may involve complex professional problem solving;
 - iv) provides advice on policy method and contributes to its development.

7.3 Requirements of the position

Some or all of the following are needed to perform work at this level:

a) Skills, knowledge, experience, qualification and/or training

- i) comprehensive knowledge of policies and procedures;
- ii) application of a high level of discipline knowledge;
- iii) qualifications are generally beyond those required through tertiary education alone, typically acquired through completion of higher education qualifications to degree level and extensive relevant experience;

- iv) lesser formal qualifications with acquisition of considerable skills and extensive relevant experience to an equivalent standard; or
- v) a combination of experience, expertise and competence sufficient to perform the duties required at this level.

b) Organisational relationships

- i) works under limited direction;
- ii) normally supervises other employees and establishes and monitors work outcomes.

c) Extent of authority

- i) may manage section or organisation;
- ii) has significant delegated authority;
- iii) selection of methods and techniques based on sound judgment (guidance not always readily available within the organisation). Decisions and actions taken at this level may have significant effect on program/project/work areas being managed.

Social and community services employee level 8

8.1 Characteristics of this level

- a) A person employed as a Social and community services employee level 8 is subject to broad direction from senior officers and will exercise managerial responsibility for the organisation's relevant activity. In addition, employees may operate as a senior specialist providing multi-functional advice to either various departments or directly to the organisation.
- b) A person employed as a Social and community services employee level 8 will be subject to broad direction from management/the Employer and will exercise managerial responsibility for an organisation. In addition, employees may operate as a senior specialist providing multi-functional advice to other professional employees, the Employer, Committee or Board of Management.
- c) General features of this level require the employee's involvement in the initiation and formulation of extensive projects or programs which impact on the organisation's goals and objectives. Employees are involved in the identification of current and future options and the development of strategies to achieve desired outcomes.
- d) Additional features include providing financial, specialised, technical, professional and/or administrative advice on policy matters within the organisation and/or about external organisations such as government policy.
- e) In addition, employees will be required to develop and implement techniques, work practices and procedures in all facets of the work area.
- f) Employees at this level require a high level of proficiency in the application of theoretical approaches in the search of optimal solutions to new problems and opportunities which may be outside of the original field of specialization.

- g) Positions at this level will demand responsibility for decision-making within the constraints of organisational policy and require the employees to provide advice and support to all facets of the organisation. Employees will have significant impact upon policies and programs and will be required to provide initiative, and have the ability to formulate, implement, monitor and evaluate projects and programs.
- h) Positions at this level may be identified by the significant independence of action within the constraints of organisational policy.

8.2 Responsibilities

A position at this level may include some of or similar responsibilities to:

- a) undertake work of significant scope and complexity. A major portion of the work requires initiative;
- b) undertake duties of innovative, novel and/or critical nature with little or no professional direction;
- c) undertake functions across a range of administrative, specialist or operational areas which include specific programs or activities, management of services delivery and the provision of high level advice;
- d) provide authoritative specialist advice on policy matters and contribute to the development and review of policies, both internal and external;
- e) manage extensive programs or projects in accordance with organisational goals. This may require the development, implementation and evaluation of those goals;
- f) administer complex policy and program matters;
- g) may offer consultancy service;
- h) evaluate and develop/revise methodology techniques with the organisation. The application of high level analytical skills in the attainment and satisfying of organisational objectives;
- i) where the prime responsibility is in a specialised field, employees at this level would undertake at least some of the following:
 - i) contribute to the development of operational policy;
 - ii) assess and review the standards of work of other specialised personnel/external consultants;
 - iii) initiate and formulate organisational programs;
 - iv) implement organisational objectives within corporate goals;
 - v) develop and recommend ongoing plans and programs.

8.3 Requirements of the position

Some or all of the following are needed to perform work at this level:

b) Skills, knowledge, experience, qualification and/or training

- i) detailed knowledge of policy, programs, guidelines, procedures and practices of the organisation and external bodies;

ii) detailed knowledge of statutory requirements.

b) Prerequisites

- i) qualifications are generally beyond those normally acquired through a degree course and experience in the field of specialist expertise;
- ii) substantial post graduate experience;
- iii) lesser formal qualifications and the acquisition of considerable skills and extensive and diverse experience relative to an equivalent standard; or
- iv) attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties of the position.