

**Roman Catholic Archdiocese of Canberra and
Goulburn**

**Centacare Collective Agreement
2007 - 2010**

Centacare Collective Agreement 2007 - 2010

ARRANGEMENT

1	TITLE	3
2	APPLICATION AND OPERATION.....	3
	2.1 Parties	3
	2.2 Operation and Variation	3
	2.3 Relationship to existing agreements and Awards.....	3
	2.4 Relationship of agreement to protected award conditions.....	3
	2.5 Commencement Payment.....	4
3	EMPLOYMENT REQUIREMENTS.....	4
	3.1 Employment Status with Centacare	4
	3.2 Location for performance of work.....	5
	3.3 Probation	5
	3.4 Trainees	5
	3.5 The Ethos of Centacare as a Catholic employer.....	5
4	HOURS OF WORK.....	6
	4.1 Meal Breaks	6
	4.2 Rosters	7
	4.3 Overtime	7
	4.4 Time off in Lieu of overtime payment	8
	4.5 Minimum Call-Back	8
	4.6 Weekend penalty rates.....	8
	4.7 Shift Work penalty rates	8
	4.8 Travelling Time and Allowances.....	9
	4.9 Travel Costs	9
	4.10 Live-in worker	9
5	RATES OF REMUNERATION.....	10
6	LEAVE CONDITIONS.....	10
	6.1 Annual Leave Accrual	10
	6.2 Taking annual leave	11
	6.3 Pupil free leave periods in schools.....	11
	6.4 Annual leave loading.....	11
	6.5 Payment of leave entitlements on termination.....	12
	6.6 Public holidays	12
	6.7 Look after yourself day	12
	6.8 Personal Leave/ Sick Leave/ Carer's Leave.....	12
	6.9 Compassionate/ Special Leave	13
	6.10 Long Service Leave.....	13
	6.11 Leave Without Pay	14
	6.12 Parental Leave	14
	6.13 Maternity/Adoption Leave Payment.....	14
	6.14 Jury Service.....	15

7	TERMINATION OF EMPLOYMENT	15
	7.1 Termination	15
	7.2 Redundancy/Redeployment	16
8	ALLOWANCES	16
	8.1 Higher Duties Allowance	16
	8.2 First Aid Certificate	17
	8.3 Sleepover/Continuous Care Allowance	17
	8.4 On Call Allowance	17
	8.5 Tool Allowance	18
	8.6 Clinical Supervision	18
9	DISPUTE RESOLUTION	18
	9.1 Resolving dispute at workplace level	18
	9.2 Where dispute cannot be resolved at workplace level	18
	9.3 Where parties cannot agree on a provider	18
	9.4 Arbitration	19
	9.5 Conduct during dispute	19
10	CLASSIFICATION STRUCTURE	19
11	PROGRESSION THROUGH CLASSIFICATION STRUCTURE	19
	11.1 Incremental Progression	19
	11.2 Staff Development/Performance Review.....	20
14	SUPERANNUATION	21
15	INTRODUCTION OF CHANGE	21
16	OCCUPATIONAL HEALTH AND SAFETY.....	22
17	WAGE RATES.....	22

APPENDIX 1

Classification Structure – Employees Other Than Student And Family Counsellors.....	25
---	-----------

APPENDIX 2

Classification Structure – Student And Family Counsellors.....	42
--	-----------

1 Title

This agreement will be known as the Roman Catholic Archdiocese of Canberra and Goulburn Centacare Collective Agreement (Centacare) 2007 - 2010.

2 Application and Operation

2.1 Parties

The Parties to this union collective agreement are

- The Trustees of the Roman Catholic Archdiocese of Canberra and Goulburn trading as Centacare (Centacare)
- All current and future employees of Centacare (including those previously employed pursuant to an award or enterprise agreement)
- Australian Nursing Federation ACT Branch ABN 41 698 088 660
- Australian Services Union NSW and ACT Services Branch
- NSW/ACT Independent Education Union

2.2 Operation and Variation

The Agreement will operate from the date of lodgement with the Workplace Authority and will remain in force until 30 June 2010.

2.3 Relationship to existing agreements and Awards

This agreement replaces all existing awards or agreements which have previously applied at Centacare.

Notwithstanding the above Centacare will pay to existing employees as at the date of this agreement being lodged, any award or agreement increases (which but for this agreement coming into force would have applied to Centacare employees) that have been awarded or approved by a court or industrial tribunal prior to 1 December 2006, subject to such increases being fully absorbable against the pay rates established under this agreement.

Centacare will pass on any applicable Australian Fair Pay Commission decisions subject to such increases being fully absorbable against the pay rates established under this agreement.

2.4 Relationship of agreement to protected award conditions

Except where expressly provided this Agreement shall stand alone and apply to the exclusion of all other federal or state agreements or awards that would otherwise apply to the employment of any of the employees subject to this Agreement.

If but for this Agreement an award or notional agreement preserving state awards would apply to the employment of employees covered by this Agreement, then those terms of the award or notional agreement preserving state awards, as in force from time to time, that are about or incidental to, or that are machinery provisions in respect of, any of the following matters:

- a. Rest breaks
- b. Incentive based payments and bonuses
- c. Annual leave loadings
- d. Observance of public holidays or payment in respect of those days
- e. Days to be substituted for public holidays
- f. Monetary allowances for;
 - Expenses incurred in the course of employment; or
 - Responsibilities or skills that are not taken into account in rates of pay for employees; or
 - Disabilities associated with the performance of work in particular conditions or locations
- g. Loadings for overtime or shift work;
- h. Penalty rates;
- i. Outworker conditions; and
- j. any other protected allowable award matters prescribed by the *Workplace Relations Regulations 2006*,

are expressly excluded and have no effect in relation to the employee's employment.

2.5 Commencement Payment

Within seven days of entry into force of this agreement, Centacare will pay to each permanent (full-time and part-time) and regular casual employee of Centacare employed on the commencement date a gross amount of \$200.00 less applicable taxation deduction.

3 Employment Requirements

3.1 Employment Status with Centacare

On commencement employees will be given an Employment Letter that sets out their employment status and hours of work with Centacare.

All employees covered by this agreement will be engaged as either permanent full time, permanent part time, casual or fixed term contract.

A **permanent full time** employee is engaged to work an average of 76 hours per fortnight.

A **permanent part time** employee is an employee engaged to work less than an average of 76 hours per fortnight. A part time employee shall receive all benefits under this agreement on a pro-rata basis calculated as a percentage of full-time hours worked by the employee. Permanent part time employees may be offered additional hours up to 76 hours per fortnight when circumstances require.

A **casual employee** is an employee engaged on an hourly basis. A casual employee will not receive any of the benefits of permanent employment without limitation including sick leave, annual leave, annual leave loading, or public holiday unless specifically identified as an entitlement in this Agreement with the exception that casual employees will be entitled to long service leave as prescribed in long service leave legislation in the ACT and NSW. A casual employee shall receive a loading of 20% in addition to the rates of pay set out in Section 16, save that Centacare will continue to apply Clause 6.6.5 of the ACT Social and Community Services award as at 1 December 2006 to all employees who but for this agreement would have had the terms and conditions of their employment regulated by that Award. The inclusion of the casual loading constitutes the 'ordinary rate of pay' for a

casual employee and is compensation for their casual status. Casual employees will also be entitled to the penalty rates as set out in clauses 4.6 and 4.7.

A **fixed term employee** is an employee engaged to perform work for a fixed period of up to two years. A fixed term employee receives the same benefits as a permanent employee.

Any change in employment status between full-time, part-time and fixed term employment will not result in a loss of continuity of service.

3.2 Location for performance of work

It shall be a term of employment that all employees may be required to work from more than one location(s), depending on business requirements.

Centacare shall give employees who are designated to work from a specific location(s) 4 weeks notice of a change to the employee's work location within the Canberra Goulburn Archdiocese. When considering a change of work location for these employees, Centacare will have regard to the following:

- The current work location;
- The amount of additional travel time involved in the change of work location; and
- Any family or domestic carer responsibilities the employees may have.

Work locations for employees who are not designated to specific work locations may change on a daily basis depending on work requirements. These employees receive travel costs as set out in clause 4.8.

3.3 Probation

A probationary period is a trial period during which either party may terminate the employment and no legal remedies for termination of employment may be pursued by either party.

The probationary period under this agreement is three months from the commencement of employment. This period will provide an opportunity to evaluate and assess an employee's suitability for the job before offering an ongoing position.

At the end of the probationary period, if the employee's performance in the job is not satisfactory the employment may either be terminated, or the probationary period may be extended once only for up to a further 3 months.

Employment may be terminated at any time during the probationary period upon the provision of one week's notice or equivalent in lieu payment.

3.4 Trainees

An employee engaged as a trainee will be paid in accordance with the terms and conditions of the relevant vocational training legislation.

3.5 The Ethos of Centacare as a Catholic employer

It is a fundamental term of the employment relationship that the employee supports and serves the ethos of Centacare as a Catholic institution and reflects the Centacare Mission and Code of Ethics and Conduct.

4 Hours of Work

The ordinary hours of a full-time employee exclusive of meal breaks shall not exceed an average of 76 hours per fortnight.

With the exception of time occupied in having meals, which shall be a period of not less than 30 minutes for each meal, the work of each shift shall be continuous unless other arrangements agreed with the employee apply.

The ordinary span of hours of work is between 6am to 6pm Monday to Sunday.

All employees must have:

- At least 8 hours off duty between work periods; and
- Two consecutive days off duty where practicable in a seven day period; or four days off duty in a fourteen day period.

In exceptional circumstances, if an employee is required by Centacare to resume or continue to work without having had at least 8 consecutive hours off duty, the employee will:

- a. Be paid at the appropriate overtime rate until they are released from duty for that 8 hour period; and
- b. The employee will then be entitled to be absent from duty until they have had 8 hours off duty without loss of pay for ordinary working time during that absence.

Irrespective of any entitlements an employee may or may not have under this clause, an employee should not be requested to resume duty or continue duty particularly where, if due to work already performed, the employee is fatigued such that they may be unable to function in an effective, efficient and safe manner. No loss of pay will occur as a consequence of any rostered duty not performed as a result of this clause.

No employee will be rostered to perform ordinary duty for more than 7 consecutive days or shifts.

A part-time employee working as a School Counsellor would be expected to work up to 30 hours per week during the school terms each year.

Hours of work will be as agreed between Centacare and the employee and as specified in the employee's Employment Letter.

4.1 Meal Breaks

An employee who works more than 5 hours in a day is entitled to take an unpaid meal break of between 30 and 60 minutes at a convenient time, the meal break to be taken not later than a maximum of 5 hours after commencing work.

An employee may agree to work through a meal break if requested by the supervisor. If the employee is not able to take a meal break later that day they may elect to finish the day early (by deducting the time normally taken for a meal break), or take time off in lieu on another day. The employee will be permitted to take nourishment within the work period. Centacare will ensure that such situations are avoided wherever possible by organising a relief roster for positions required to provide continuous customer service.

Where Centacare is unable to organise a relief roster to provide an employee with a meal break, and the employee is unable to be relieved for a meal break, the

employee will be permitted to take nourishment within the work period. This will constitute a paid meal break and will be paid at ordinary time rates. The incorporation of a paid meal break into an existing shift pattern will not usually result in a change to the starting and finishing times of the shift. Whenever an employee is on a paid meal break, the employee will be required to be ready to return to duty as and when the need arises, and to resume the employee's break at a later time. A paid meal break will not count towards the accumulation of an ADO or any entitlement to leave.

Where an employee is required by the employer to have a meal with a client or clients as part of the normal work routine or client program, they shall be paid for the duration of the meal period at the ordinary rate of pay. This constitutes a meal break.

4.2 Rosters

Centacare will publish rosters and give employees 28 days notice of changes to individual rosters and work times.

However Centacare may give less than 28 days notice of roster changes in cases of emergency or to replace an absent or ill employee.

When considering changes to rosters, Centacare will:

- Give reasonable notice of the proposed changes to the employees affected;
- Consult with the employees affected on the implementation of the changes; and
- Give consideration to any objections and/or suggestions raised by staff before implementing major changes.

4.3 Overtime

Overtime work performed by the employee must be authorised by a delegated officer prior to the work being carried out and;

Overtime has two components:

- a. When an employee is requested to work in excess of their rostered hours on any given shift/day;
- b. When an employee works in excess of full time hours in a fortnight (i.e. 76 hours per fortnight)

Overtime worked on Monday to Saturday is paid at the rate of time and one half for the first three hours and double time thereafter. Overtime worked on Sundays is paid at the rate of double time.

An employee who is required to work overtime for less than 3 hours on a Saturday, Sunday or public holiday shall be paid for a minimum of 3 hours regardless of hours worked, except that employees who are required to work overtime in addition to ordinary hours (see clause 4) shall be paid only for actual overtime hours worked.

An employee may refuse to work overtime where such request to work overtime would be unreasonable having regard to employee objections relating to family or domestic carer responsibilities or risks to employee health and safety in the allocation of overtime.

4.4 Time off in Lieu of overtime payment

An employee may elect, with approval from the Program Director, to take time off in lieu of overtime payment.

All time off in lieu will be paid at the rate of one hour of time off for each additional or overtime hour worked.

Accrued hours must be taken as time off in lieu at a time that is mutually agreed between management and the employee.

4.5 Minimum Call-Back

Employees shall receive a minimum of 24 hours notice of being called back to work. Where employees are called back with less than 24 hours notice they shall receive a minimum payment of 3 hours at the appropriate overtime rate for each call back of less than 3 hours. The call back payment will not be paid in conjunction with the On Call Allowance in clause 8.4.

4.6 Weekend penalty rates

The following provisions apply to employees who work any hours between midnight on Friday and midnight on Sunday.

The hours an employee works between midnight on Friday and midnight on Saturday will be paid a loading of 50% of the ordinary time rate of pay.

The hours an employee works between midnight on Saturday and midnight on Sunday will be paid a 100% loading on the ordinary rate of pay.

No other shift penalty rates apply for weekend work.

4.7 Shift Work penalty rates

An employee working on an afternoon shift from Monday to Friday inclusive shall be paid an allowance calculated at the rate of 20% of actual hours worked in addition to the ordinary rate.

An afternoon shift is defined as any shift or span of hours finishing after 7pm.

Employees working on a night shift from Monday to Friday inclusive shall be paid an allowance calculated at the rate of 25% of actual hours worked in addition to the ordinary rate, save that Centacare will continue to apply Clause 8.5 of the ACT Social and Community Services award as at 1 December 2006 to all employees who but for this agreement would have had the terms and conditions of their employment regulated by that Award.

A night shift is defined as any shift commencing after 7pm at night and before 6am on the following day.

Centacare will endeavour to offer permanent shift workers enough paid hours (comprising actual work, sick leave and recreation leave) each fortnight to make up their minimum hours as set out in their Employment Letter. If the number of paid hours falls short of the minimum hours Centacare will pay the employee the minimum hours. If employees reject shifts without good reason Centacare will not guarantee to replace those shifts to make up the minimum hours.

Centacare reserves the right to cancel a shift and in doing so will advise the relevant employee as soon as practicable. Centacare will pay the employee for the shift if notification of cancellation is less than 3 hours before the start of the shift.

4.8 Travelling Time and Allowances

In the performance of their duties employees may be required to travel to places other than their normal place of work.

Where an employee is using their own vehicle during working hours Centacare will pay an allowance that is equal to the Australian Taxation Office motor vehicle rate for a vehicle with a conventional motor capacity of 1601 – 2600cc, currently at 69 cents per kilometre travelled, as varied from time to time. Disability support workers that are rostered to work with consecutive clients within one hour shall be paid an additional 49 cents per kilometre for the distance travelled between locations; this amount will be increased in line with, and at the same time as, the general wage increases included in Section 17 apply.

Where a Disability Support worker is required to work no more than one hour with a client and where they are not required to work with another client within one hour, Centacare will pay the travelling allowance of 69 cents per kilometre, travelled to and from home.

No other payment for travel time shall be made by Centacare.

4.9 Travel Costs

Centacare will pay for reasonable accommodation and meal costs when an employee is required to travel for work purposes. Reasonable accommodation and meal limits will be set by reference to the Australian Taxation Office travel allowances, as varied from time to time. Normally the employee travelling will be provided with an advance to cover these costs. Reimbursement of costs not covered by the advance will be no later than the next pay period following provision of approved receipts to the Pay Office.

4.10 Live-in worker

A live-in worker provides support to an individual or group to enable them to lead ordinary lives. Duties may include, but are not limited to, housekeeping, personal care, gardening and companionship.

Live-in workers will be required to live for 24 hours a day in the residence occupied by the client(s) for up to 5 consecutive days each week and will have 2 clear consecutive days off per week.

Remuneration will be based on payment for 7.6 hours per 24 hours or part thereof. The payment rate will be the applicable ordinary hourly rate plus a special loading of 55% of the ordinary hourly rate. Weekend and Public holiday penalty rates will not apply.

Lodgings will be paid by Centacare. Food and Utilities will be paid by the clients.

Live-in Workers are entitled to all public holidays outlined in this Agreement.

5 Rates of Remuneration

Salary classification and rates are as per Clause 17 of this document. Employees will be notified of their classification on commencement of employment or on commencement of a new position. Subject to the other provisions of this Agreement, an employee's total remuneration will comprise base salary, penalty rates, allowances, overtime (where applicable) and superannuation.

Permanent employees may elect to have part of their base salary packaged in accordance with current Centacare policies and with relevant Australian Government Taxation legislation.

Wages will be paid fortnightly, by electronic funds transfer into a financial institution account nominated by the employee.

6 Leave Conditions

Current employees with accrued Annual leave, Personal Leave and Long Service Leave entitlements will retain those entitlements on the approval of this Agreement.

6.1 Annual Leave Accrual

Casual employees do not accrue any leave entitlements. Other employees accrue leave entitlements for every 12 months continuous service on the following basis:

a. All staff, other than nursing staff who work shift work at Dorothy Sales Cottages and Live in Workers

- accrue 4 weeks paid annual leave.
- a shift worker receives one additional weeks leave per year.

b. Nursing staff who work shift work at Dorothy Sales Cottages:

A full-time employee

- who does not normally work shift work and/or at weekends and who is not required to work on public holidays accrues 4 weeks paid annual leave.
- who normally works shift work and/or at weekends and who is not required to work on public holidays accrues 5 weeks paid annual leave.
- who does not normally work shift work and/or at weekends and who does not get public holidays accrues 6 weeks paid annual leave.
- who normally works shift work and/or at weekends and who does not get public holidays accrues 7 weeks paid annual leave.

A part-time employee

- who does not normally work shift work and/or at weekends accrues 4 weeks pro rata paid annual leave.
- who normally works shift work and/or at weekends accrues 5 weeks pro rata paid annual leave.
- receives an additional day's annual leave for public holidays actually worked.

Higher annual leave entitlements are in recognition that no loading for performing work on public holidays under clause 6.6 is payable.

c. Live in Workers:

- accrue 5 weeks paid annual leave

d. An employee who is absent from duty on approved leave for periods immediately preceding or succeeding a public holiday shall be eligible for payment for the public holiday or holidays occurring during the period of approved leave.

6.2 Taking annual leave

Annual leave will be taken at a time mutually agreed upon by the employer and employee. Approval for planned leave should be sought as soon as possible before the commencement date of the leave with not less than 4 weeks notice being required, subject to the Program Director's/Manager's discretion to accept a shorter notice time in emergencies.

Where an employee has 8 weeks or more accrued annual leave Centacare may direct the employee to take annual leave by giving 4 weeks notice of the intended leave dates.

For nursing staff at Dorothy Sales Cottages, in the absence of agreement, leave will be taken at a time fixed by the employer, within a period not exceeding two years from the date of accrual, with at least four weeks notice being given to the employee.

Annual leave for School Counsellors will usually coincide with Christmas School Holidays. Leave at any other time may only be taken by mutual agreement.

6.3 Pupil free leave periods in schools

In order to increase their available annual leave that will enable them to be paid during all school breaks in a 12 month period, Student and Family Counsellors may elect to forgo payment for a specified number of hours worked each fortnight, and an equivalent number of hours will be added to their accrued Annual leave entitlement.

The remaining accrued annual leave balance at the end of the school year will be paid in the first pay following the end of the normal school year.

6.4 Annual leave loading

When on annual leave, employees who do not normally work shift work and/or at weekends and who are not required to work on public holidays, will receive a loading of 17.5%.

Where an employee would have received shift loadings had they not been on leave during the relevant period and such loadings would have entitled them to a greater amount than the 17.5%, then the shift loadings shall be added to the hourly pay rate. However, if the shift loadings would have entitled them to a lesser amount than the loading of 17.5%, then 17.5% shall be added to the hourly pay rate.

6.5 Payment of leave entitlements on termination

Annual Leave is paid on a pro-rata basis for each completed month of service upon termination of employment.

Payment of leave loading will apply to leave entitlements for each completed years of service.

The loading will apply to proportionate leave on termination of employment where employment is terminated by the employer. Where an employee is terminated for misconduct, no leave loading will be made.

Termination payment will be made as soon as possible on receipt of an authorised signed timesheet.

6.6 Public holidays

Employees will be entitled to paid holidays on all applicable Australian Capital Territory (ACT) gazetted public holidays provided that they fall on a day that the employee would normally have worked. If an employee is required to work on an ACT public holiday they shall be paid at the rate of double time and a half, save that no loading or penalty will be payable to nursing staff who work shift work at Dorothy Sales Cottages.

For the purposes of this clause, the following shall be taken as public holidays on the days so gazetted: New Year's Day, Australia Day, Good Friday, Easter Saturday, Easter Monday, Anzac Day, Queen's Birthday, Labour Day, Christmas Day, Boxing Day, or any holiday duly proclaimed and observed as a public holiday within the ACT.

In addition to gazetted public holidays, Centacare will grant two additional days during the Christmas/New Year period that will be treated as public holidays under this clause. Nursing staff (either full time or part time) who work shift work at Dorothy Sales Cottages will receive an additional day of annual leave for each of these days that they work as provided for in clause 6.1.

6.7 Look after yourself day

Permanent Employees with twelve months continuous service shall receive one day per annum to be taken as paid leave on the date of the employee's birthday. If the employee's birthday falls on a non-working day they may elect to take the immediately prior or next working day off. Under extraordinary work circumstances the relevant Program Director may request the employee to take leave on a different day. This leave shall not accrue from year to year.

6.8 Personal Leave/ Sick Leave/ Carer's Leave

All full time employees are entitled to 15 days paid sick leave per year of service for use when the employee is unable to attend work due to illness.

Employees shall be entitled to use their sick leave when required to care for a member of their household or an immediate family member being a parent, parent-in-law, step-parent, spouse/partner, grandchild, sibling, grandparent, child, step-child, foster child, adopted child, or foster parent of the employee or spouse/partner, who is ill or injured. This is otherwise known as personal carer's leave.

Should an employee be absent from work on account of sickness or accident it shall be necessary for such employee to notify Centacare that such absence is due to

sickness or accident at least three hours prior to the commencement of normal work, where practicable but in any case not later than one hour before the employee's rostered starting time for that shift.

If an employee becomes sick whilst on annual leave, when such illness exceeds 5 days and is covered by a medical certificate, the equivalent number of days shall be recredited to such annual leave.

Centacare reserves the right to require an employee who over time demonstrates an excessive use of sick leave or who the employer believes is abusing the flexibility of the sick leave arrangements to produce a medical certificate supporting their application for sick leave. In any event evidence must support an application for sick leave or personal carer's leave for a period equal to or exceeding 3 days.

Sick leave is cumulative but unused sick leave is not paid out on termination of the employment contract. Part time employees are entitled to sick leave on a pro-rata basis, eg an employee who works 2 full-time days per week or 15.2 hours will receive 6 days or 45.6 hours paid sick leave for each year of continuous service.

6.9 Compassionate/ Special Leave

An employee may apply for paid leave to attend to unplanned or unexpected personal or family situations that require immediate attention, including bereavements.

Compassionate/special leave will be granted for up to 3 days per occasion that a member of the employee's immediate family or household is ill with a life-threatening illness or upon bereavement.

To claim compassionate/special leave an employee will, as soon as reasonably practicable advise Centacare of her/his inability to attend work and the estimated duration of absence. The employee may, on return to work, be requested to provide satisfactory evidence to verify the leave application.

Additional compassionate/special leave without pay may also be granted at the discretion of the delegated officer.

6.10 Long Service Leave

Centacare will apply applicable long service leave legislation to the employee (either the ACT Long Service Leave Act 1976, or the NSW Long Service Leave Act 1955) with the exception that:

- from the date of this Agreement coming into effect, employees will accrue long service leave entitlement at the rate of 3 months after 10 years;
- an employee will be entitled to take long service leave after 5 years continuous service with Centacare. Further entitlements to long service leave accrue at 5 yearly intervals thereafter; and
- Long Service Leave will accrue on the basis of the number of hours worked by the employee.

Employees must give 8 weeks notice prior to taking long service leave. The minimum length of long service that can be taken at any one time is 4 weeks.

6.11 Leave Without Pay

The delegated officer may at their discretion grant a full time or part time employee leave of absence without pay for a period of up to 12 months provided that:

- The work of the employer is not inconvenienced; and
- All other available leave credits are exhausted with the exception of sick leave.

An employee may apply for leave without pay for study or professional development purposes

Any period that an employee is on leave without pay will not be regarded as a period of continuous service except where unpaid absences total less than one week in any year of employment. No leave entitlements will accrue during the period of leave without pay.

6.12 Parental Leave

The relevant statutory provisions under the *Workplace Relations Act 1996* for parental leave will apply. These are attached to the Centacare policy on parental leave.

Under these provisions employees will be entitled to take up to 52 weeks of unpaid parental leave at the time of the birth or adoption of a child. Where both parents work for Centacare they cannot be on leave at the same time, other than one week of leave at the time of the birth or three weeks in the case of adoption. The amount of unpaid parental leave is reduced by any amount of other leave taken (including paid maternity, paternity, personal or annual leave) by either parent.

These provisions apply to all full-time, part-time, and eligible casual employees (with at least 12 months' continuous service with Centacare). An eligible casual employee is a casual employee employed on a regular and systematic basis for a period of at least 12 months and who has, but for the pregnancy or adoption, a reasonable expectation of ongoing employment.

Employees will also be entitled to unpaid special maternity leave of an amount as directed by a registered medical practitioner if the pregnancy terminates by means other than a live birth within 28 weeks of the expected birth date or in the case of pregnancy-related illness.

6.13 Maternity/Adoption Leave Payment

An employee who has at least 12 month's continuous service with Centacare as either a permanent full time or part time employee is eligible for a Maternity/Adoption Leave Payment payable upon commencement of maternity/adoption leave.

This Payment will be taken at a time chosen by the employee but within the period 12 weeks before the expected date of the birth and 12 weeks after the actual date of the birth.

The Maternity/Adoption leave will be paid on the following basis:

Years of Service	Weeks of Maternity/Adoption Payment
1 Year	7 Weeks
2 Years	10 Weeks
3+ Years	13 Weeks

This Payment may be taken at half pay over an extended period.

6.14 Jury Service

A full time or part time employee who is required to serve on a jury during his/her ordinary working hours shall, on presentation to the employer of the summons to serve, be granted leave of absence on full pay for the period of jury duty. Any payment received by an employee for jury duty shall be paid to the employer or deducted from the employee's salary. If the employee attends jury duty outside of their normal working hours, they may retain the payment received for this.

An employee must notify the supervisor as soon as possible of the date that she/he is required to attend for jury service. The employee must provide written notice to the supervisor to verify her/his attendance at jury service, the duration of attendance and the amount of jury allowance received.

7 Termination of employment

7.1 Termination

Employment may be terminated by either party upon giving notice or in the case of Centacare equivalent payment in lieu of notice in accordance with the table set out below.

Period of continuous service	Period of notice
1 year or less	1 week
Over 1 year and up to the completion of 3 years	2 weeks
Over 3 years and up to the completion of 5 years	3 weeks
Over 5 years of completed service	4 weeks

In addition to the notice above, employees over 45 years of age at the time of the giving of the notice with not less than two years continuous service, are entitled to an additional week's notice. Employees over 45 years of age giving notice are not required to give the additional notice.

If an employee fails to give notice the employer has the right to withhold monies due to the employee to a maximum amount equal to the ordinary rate of pay for the period on notice.

Notwithstanding the above the employer may terminate the employee summarily for gross misconduct.

7.2 Redundancy/Redeployment

This clause does not apply to a casual employee.

Redundancy occurs where a position or role is no longer required by the employer or the employee's role is substantially altered due to restructuring by the employer.

The employer may at its discretion offer a redundant employee an alternate role. Provided the role offered to the employee provides an equivalent remuneration to the redundant role and the employee has sufficient skills to perform the role then there is no obligation to provide redundancy payment.

If as a result of a position becoming redundant an employee's contract is terminated, then the employee will be entitled to the standard period of notice plus redundancy pay. Redundancy pay is calculated on an employee's period of continuous service:

Period of continuous service	Severance pay
Less than 1 year	Nil
1 year and less than 2 years	4 weeks' pay
2 years and less than 3 years	6 weeks' pay
3 years and less than 4 years	7 weeks' pay
4 years and less than 5 years	8 weeks' pay
5 years and less than 6 years	10 weeks' pay
6 years and less than 7 years	11 weeks' pay
7 years and less than 8 years	13 weeks' pay
8 years and less than 9 years	14 weeks' pay
9 years and less than 10 years	16 weeks' pay
10 years and over	12 weeks' pay

During the notice period, an employee whose employment contract will be made redundant may take up to eight (8) mutually convenient paid work hours each week of notice, (which need not be consecutive), to seek other employment.

8 Allowances

The allowance values included in this section will apply from the date of approval of this Agreement. These allowance values will be increased in line with, and at the same time as, the general wage increases included in Section 17 apply.

8.1 Higher Duties Allowance

An employee who is called upon by Centacare to perform the duties of another employee in a higher classification under this agreement for 5 consecutive working days or more shall be paid for the period for which duties are assumed at a rate not less than the minimum rate prescribed for the higher grade.

If an employee at Dorothy Sales Cottages other than a Registered Nurse is required to be 'In Charge' they will be paid a base rate of pay equivalent to Centacare Classification Level 5 Grade 2. When an employee, other than a Registered Nurse is in charge, arrangements will also be made to have a Registered Nurse on call (see clause 8.4).

Where the employer requires the senior Registered Nurse on duty to perform the duties of the Centre Manager for a period of one day or more the RN will be paid at the appropriate Higher Duties rate.

8.2 First Aid Certificate

An employee who holds a current first aid certificate, and who is required by Centacare to perform as a designated first aid officer at the workplace, shall be paid an allowance of \$11.46 per week.

8.3 Sleepover/Continuous Care Allowance

An employee who is required to sleepover at premises occupied by Centacare clients and to be on call to attend to those clients shall be provided with food and boarding in addition to the \$60.00 per night on call allowance. Save that Centacare will continue to apply Clause 13 of the ACT Social and Community Services award as at 1 December 2006 to all employees who but for this agreement would have had the terms and conditions of their employment regulated by that Award.

All time spent when awakened by a resident or client of Centacare shall be treated as time worked with a minimum payment of 30 minutes at ordinary time applying to each occasion, subject to the time and purpose of the call and the time spent being appropriately documented for each occasion. All time exceeding 30 minutes shall be paid.

Sleepover period is from 10pm until 6am the following morning. Penalty rates that apply for weekend work (clause 4.6) and shift work (clause 4.7) do not apply to sleepovers.

Upon completion of a sleepover a support worker will not be required to work more than a further 6 hours and will be entitled to a rest period of at least 8 hours.

An employee that is required to provide support continuously away from the client's home for more than 24 hours on a temporary basis shall be entitled to 7.6 hours of ordinary shift rate plus \$126.54 per 24 hour period. No other payment shall be made in such cases.

8.4 On Call Allowance

When a Registered Nurse is required to be on call for Dorothy Sales Cottages an on call allowance of \$14.40 per 24 hours or part thereof will be paid if the Registered Nurse is rostered on that day, or \$28.81 per 24 hours or part thereof if the Registered Nurse is not rostered on that day.

For services other than Dorothy Sales Cottages:

- An employee required to be on-call during the period commencing from the time of finishing ordinary hours on a Monday and the completion of ordinary hours on Friday shall be entitled to either two hours time in lieu or be paid as an allowance equal to two hours ordinary pay for any specified 24 hour or part thereof at the discretion of the Manager.
- An employee required to be on call during the period commencing after completion of ordinary hours on Friday and the commencement of ordinary hours on Monday or on a public holiday shall be entitled to either four hours time in lieu or be paid as an allowance equal to four hours ordinary pay for any specified 24 hour or part thereof at the discretion of the Manager.

8.5 Tool Allowance

Employees required to use their own tools shall receive an allowance of \$12.01 per week.

8.6 Clinical Supervision

Student and Family Counsellors will be required to accept supervision as provided and approved by the employer. Counsellors providing supervision to other Student and Family Counsellors will be paid at the Level 3 Grade 1 Student and Family Counsellor pay rate for the time spent providing the supervision.

Centacare will review this over the next 12 months and develop in consultation with the parties to the agreement a Centacare-wide policy which will operate until it is incorporated into the next agreement.

9 Dispute Resolution

For the purpose of dispute resolution, an employee may appoint a representative of their choosing to assist or represent them.

9.1 Resolving dispute at workplace level

The parties to a dispute must genuinely attempt to resolve the dispute at the workplace level. Note: This may involve an affected employee first discussing the matter in dispute with his or her supervisor, then with more senior management.

9.2 Where dispute cannot be resolved at workplace level

Alternative dispute resolution process using an agreed provider:

- a. If a matter in dispute cannot be resolved at the workplace level, a party to the dispute may elect to use an alternative dispute resolution process in an attempt to resolve the matter.
- b. The alternative dispute resolution process is to be conducted by a person agreed between the parties in dispute on the matter.

9.3 Where parties cannot agree on a provider

- a. If the parties cannot reach agreement on who is to conduct the alternative dispute resolution process, a party to the dispute on the matter may notify the Industrial Registrar of that fact.
- b. On receiving notification under subsection (3), the Industrial Registrar must provide the parties with the prescribed information.
- c. If the parties cannot agree on who is to conduct the alternative dispute resolution process within the consideration period, a party to the dispute on the matter may apply to the Commission to have the alternative dispute resolution process conducted by the Commission.
- d. If an alternative dispute resolution process is used to resolve a dispute on a matter, the parties to the dispute must genuinely attempt to resolve the dispute using that process.
- e. In this section:

"consideration period" is a period beginning on the last day on which the Industrial Registrar gives the prescribed information to a party to the dispute on the matter and ending 14 days later.

9.4 Arbitration

If mediation is unsuccessful the Australian Industrial Relations Commission (AIRC) is employed to arbitrate over a dispute provided that the arbitration is limited to the interpretation, application or processes of implementation of a term or terms of this agreement including Clause 3.5 relating to the Centacare Code of Ethics and Conduct.

In exercising its functions in this dispute resolution clause the AIRC may exercise such procedural powers in relations to hearings, witnesses, evidence and submissions as are necessary to make arbitration effective.

The decision of the AIRC in an arbitration under this procedure may be appealed to a Full Bench of the AIRC. That appeal may be an appeal on a question of law and/or an appeal on the merits. The Full Bench may hear the appeal and exercise such powers in respect of the appeal as provided to the Full Bench in the *Workplace Relations Act 1996* as if the arbitrated decision were an order of the AIRC.

9.5 Conduct during dispute

- 1) An employee who is a party to a dispute must, while the dispute is being resolved:
 - a) continue to work in accordance with his or her contract of employment, unless the employee has a reasonable concern about an imminent risk to his or her health or safety; and
 - b) comply with any reasonable direction given by his or her employer to perform other available work, either at the same workplace or at another workplace.
- 2) In directing an employee to perform other available work, an employer must have regard to:
 - (a) the provisions (if any) of the law of the Commonwealth or of a State or Territory dealing with occupational health and safety that apply to that employee or that other work; and
 - (b) whether that work is appropriate for the employee to perform.

10 Classification structure

On commencing employment all employees will be designated in accordance with the classification structures at Appendixes 1 and 2 as relevant to the new employee's job.

11 Progression through Classification Structure

11.1 Incremental Progression

(a) Employees other than Student and Family Counsellors

At the conclusion of each 12 months period following the date of entry into a classification level employees shall be eligible for incremental progression if:

- i. The employee has given satisfactory performance over the preceding 12 months; or
- ii. Where an employer does not review the performance and development of an employee within two months of the 12 month

anniversary date mentioned below in clause “11.2 Staff Development Performance Review”, the employee shall progress automatically within his/her classification level except where an adverse report is received by the employer regarding performance.

In cases where performance review is delayed and there is not an adverse review, the anniversary date shall not be changed and advancement to a higher increment, if any, will be paid retrospectively to the anniversary date.

In the case of an adverse performance review, incremental progression will be delayed until performance is satisfactory and a new anniversary date will be set as the date on which the performance is assessed as satisfactory.

With the exception of registered Nurses, movement to a higher Level shall occur by way of promotion or reclassification. Registered Nurses will progress from Centacare Level 4 to Level 5 based on years of service.

For Assistants in Nursing, incremental progression from Level 2 Grade 3 to Level 2 Grade 4 will only occur upon completion of Certificate III, regardless of increment date.

For Disability Support Workers incremental progression from Level 2 Grade 1 to Level 2 Grade 2 will only occur upon completion of Certificate III, regardless of increment date. Progression to Level 2 Grade 3 will occur 12 months after this date. Incremental progression from Level 2 Grade 3 to Level 2 Grade 4 will only occur upon completion of Certificate IV.

(b) Student and Family Counsellors

For Student and Family Counsellors appointments and incremental progression will occur as described in “Classification Structure – Student and Family Counsellors” (See Appendix 2). For the most part, incremental advancement will occur annually based on satisfactory performance over the preceding 12 months, with entitlements to increments assessed once annually (as at 31 January each year).

Years of experience will also be taken into account when assessing movement from Level 1 to Level 2, and from Level 2 Grade 2 to Level 2 Grade 3 as set out in Appendix 2.

(c) Development of Performance Appraisal protocols

The parties to this agreement will review the performance appraisal processes currently used in Centacare within 12 months of the Agreement being approved.

11.2 Staff Development/Performance Review

An annual Staff Development/Performance Review shall be conducted by the employee’s supervisor for all employees. The review shall be confidential and without limiting the scope is intended to identify:

1. current performance
2. the performance objectives required;
3. career development;
4. the current training needs to be undertaken to meet individual and organisation objectives in both the short and long term and to enable an employee to meet the standards of his/her existing position;
5. any development and expansion anticipated by the employer for the employee in his/her position both in the short term and the longer term;

6. the new or enhanced skills required by the employer, if any, together with proposed competency levels required where appropriate;
7. Prior learning, training, education, skills and experience will be recognised.

An employee who has been absent on leave without pay in excess of three months in aggregate shall have the review delayed by the period of absence.

12 Training Assistance

To encourage employees to develop their skills Centacare will provide support to permanent employees who undertake external studies relevant to Centacare's work. The study must be at recognised and accredited institutions. A full time employee undertaking such study may apply for up to a maximum of 76 hours paid study leave per year. Unused study leave may not be carried over to subsequent years.

Applications should be made to the Director Personnel, Property and Legal who shall make a decision in consultation with the relevant Program Director.

13 Accident Make-Up Pay

In the event of employee workplace accident or injury, where there is a shortfall or difference between ordinary remuneration for an employee in the immediate 32 week period after the date of an injury and any compensation paid to the employee pursuant to applicable workers compensation legislation, Centacare will provide payment to the affected employee to make-up for the difference.

Centacare will not be obliged to provide make-up pay where:

- The employee receives a lump sum payment in lieu of weekly compensation payments.
- Accident make up pay will be included for the purposes of calculating employer superannuation contributions.

14 Superannuation

Employees will be eligible to access choice of fund legislation in determining to which complying fund compulsory employer superannuation contributions shall be made.

Centacare will make superannuation contributions for all earnings except payments for overtime and termination payments.

15 Introduction of change

Where Centacare has made a definite decision to introduce major changes in production, program, organisation, structure or technology that are likely to have significant effects on employees, Centacare shall notify the employees who may be affected by the proposed changes.

For the purpose of this clause significant effects includes termination of employment, major changes in composition, operation or size of the workforce or the skills required, the elimination or diminution of job opportunities, promotion opportunities or job tenure, alteration of hours of work, the need for retraining or transfer of employees to other work or locations and the restructuring of jobs.

Centacare shall discuss as early as practicable any changes referred to above with the employees and their representatives. Such discussions shall include the effects

the changes are likely to have on employees, measures to avert or mitigate the adverse effects of such changes on employees and shall give prompt consideration to matters raised by employees and or their representatives in relation to the changes. To assist such discussions Centacare shall provide in writing to the employees concerned and their representatives all relevant information about the changes, including the nature of the proposed changes, the expected effect of the proposed changes on employees and any other matters likely to affect employees. Provided that Centacare shall not be required to discuss confidential information the disclosure of which would be contrary to it's interests.

Where Centacare has made a definite decision to implement redundancy the employer it shall as soon as practicable hold discussions with employees directly affected and their representatives. The discussions will cover any reasons for the proposed terminations, measures to minimise or avoid the terminations and measures to mitigate the adverse effects of any terminations on the employees concerned.

To assist discussions Centacare shall as soon as practicable after making a decision, provide in writing to the employees concerned and their representative, all relevant information about the proposed terminations including the reasons for the proposed terminations the number and categories of employees likely to be affected and the number of workers employed and the period over which, or the time when the terminations are likely to be carried out. Provided Centacare shall not be required to disclose confidential information the disclosure of which would be contrary to it's interest.

16 Occupational Health and Safety

Centacare will comply with applicable Occupational Health and Safety legislation.

17 Wage Rates

Upon approval of this agreement the following wage rates will apply to employees with effect from 2 January 2008. A further increase of 3.5% to these rates will apply from the beginning of the second pay period commencing in July 2008, and a further 3.25% will apply from the beginning of the second pay period commencing in July 2009. The per annum amount is for a full time worker (38 hours per week for 52 weeks).

(a) Employees other than Student and Family Counsellors

Employee Centacare Classification	Amount per annum from 2 Jan 2008(\$)	Amount per hour from 2 Jan 2008 (\$)	Amount per annum from July 2008 (\$)	Amount per hour from July 2008 (\$)	Amount per annum from July 2009 (\$)	Amount per hour from July 2009 (\$)
Level 1, Grade 1	30,334	15.3514	31,396	15.8887	32,417	16.4051
Level 1, Grade 2	31,472	15.9270	32,573	16.4844	33,632	17.0201
<u>Level 1, Grade 3</u>	<u>32,707</u>	<u>16.5519</u>	<u>33,851</u>	<u>17.1312</u>	<u>34,951</u>	<u>17.6880</u>
Level 2, Grade 1	32,739	16.5683	33,885	17.1482	34,986	17.7055
Level 2, Grade 2	33,774	17.0923	34,956	17.6905	36,092	18.2654
Level 2, Grade 3	35,017	17.7210	36,242	18.3412	37,420	18.9373
<u>Level 2, Grade 4</u>	<u>36,259</u>	<u>18.3497</u>	<u>37,528</u>	<u>18.9919</u>	<u>38,748</u>	<u>19.6092</u>
Level 3, Grade 1	38,329	19.3976	39,671	20.0765	40,960	20.7290
Level 3, Grade 2	39,286	19.8814	40,661	20.5772	41,982	21.2460
<u>Level 3, Grade 3</u>	<u>40,527</u>	<u>20.5101</u>	<u>41,946</u>	<u>21.2279</u>	<u>43,310</u>	<u>21.9178</u>
Level 4, Grade 1	41,345	20.9234	42,792	21.6557	44,182	22.3595
Level 4, Grade 2	42,505	21.5108	43,993	22.2637	45,423	22.9872
Level 4, Grade 3	43,555	22.0420	45,079	22.8135	46,545	23.5549
<u>Level 4, Grade 4</u>	<u>44,716</u>	<u>22.6294</u>	<u>46,281</u>	<u>23.4214</u>	<u>47,785</u>	<u>24.1826</u>
Level 5, Grade 1*	44,716	22.6294	46,281	23.4214	47,785	24.1826
Level 5, Grade 2*	45,765	23.1605	47,367	23.9711	48,906	24.7502
Level 5, Grade 3*	46,926	23.7479	48,568	24.5790	50,147	25.3778
<u>Level 5, Grade 4*</u>	<u>48,086</u>	<u>24.3352</u>	<u>49,769</u>	<u>25.1870</u>	<u>51,387</u>	<u>26.0055</u>
Level 6, Grade 1	48,086	24.3352	49,769	25.1870	51,387	26.0055
Level 6, Grade 2	49,247	24.9226	50,971	25.7949	52,627	26.6332
Level 6, Grade 3	50,408	25.5100	52,172	26.4028	53,868	27.2609
<u>Level 6, Grade 4</u>	<u>51,568</u>	<u>26.0974</u>	<u>53,373</u>	<u>27.0108</u>	<u>55,108</u>	<u>27.8886</u>
Level 7, Grade 1	51,568	26.0974	53,373	27.0108	55,108	27.8886
Level 7, Grade 2	52,729	26.6847	54,575	27.6187	56,348	28.5163
<u>Level 7, Grade 3</u>	<u>53,890</u>	<u>27.2721</u>	<u>55,776</u>	<u>28.2267</u>	<u>57,589</u>	<u>29.1440</u>
Level 8, Grade 1	55,050	27.8595	56,977	28.8346	58,829	29.7717
Level 8, Grade 2	56,211	28.4469	58,178	29.4425	60,069	30.3994
Level 8, Grade 3	57,372	29.0343	59,380	30.0505	61,310	31.0271

* All Registered Nurses Year 5 to Year 8 will be paid an on shift payment in addition to normal wage rates, and will be subject to the same penalty and shift allowances that apply to the wages rates shown in the wages table. The shift payments are.:

	Classification level	Shift payment (per annum) from 2 Jan 2008 \$	Shift payment (per annum) from July 2008 \$	Shift payment (per annum) from July 2009 \$
RN, Year 5	Level 5, Grade 1	918	950	981
RN, Year 6	Level 5, Grade 2	1,122	1,161	1,198
RN, Year 7	Level 5, Grade 3	1,275	1,319	1,361
RN, Year 8	Level 5, Grade 4	1,326	1,372	1,416

(b) Student and Family Counsellors

Classification	Amount per annum from 2 Jan 2008 (\$)	Amount per hour from 2 Jan 2008 (\$)	Amount per annum from July 2008 (\$)	Amount per hour from July 2008 (\$)	Amount per annum from July 2009 (\$)	Amount per hour from July 2009 (\$)
Level 1 Grade 1	47,571	24.0743	49,236	24.9169	50,836	25.7267
Level 1 Grade 2	50,900	25.7591	52,682	26.6607	54,394	27.5272
Level 1 Grade 3	54,159	27.4084	56,055	28.3677	57,876	29.2896
<u>Level 1 Grade 4</u>	<u>56,853</u>	<u>28.7716</u>	<u>58,843</u>	<u>29.7786</u>	<u>60,755</u>	<u>30.7465</u>
Level 2 Grade 1	58,115	29.4102	60,149	30.4395	62,103	31.4288
Level 2 Grade 2	59,878	30.3027	61,974	31.3633	63,988	32.3826
Level 2 Grade 3	61,552	31.1497	63,706	32.2400	65,777	33.2878
Level 2 Grade 4	63,024	31.8946	65,230	33.0109	67,350	34.0838
<u>Level 2 Grade 5</u>	<u>64,944</u>	<u>32.8666</u>	<u>67,217</u>	<u>34.0169</u>	<u>69,402</u>	<u>35.1225</u>
Level 3 Grade 1	68,786	34.8106	71,193	36.0290	73,507	37.1999
Level 3 Grade 2	74,718	37.8128	77,333	39.1362	79,847	40.4082

Classification Structure – Employees Other Than Student And Family Counsellors

CENTACARE WORKER LEVEL 1

Characteristics of this level

A person employed as a Centacare Worker Level 1 shall work under close direction and undertake routine activities which require the practical application of basic skills and techniques.

General features of work in this category 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.

Freedom to act is limited by standards and procedures. However, with experience, employees at this level may have sufficient freedom to exercise judgement in the planning of his/her own work within those confines.

Positions at this level will involve employees in extensive on-the-job training including familiarisation with the goals and objectives of the workplace.

Employees will be responsible for the time management of his/her work and required to use basic numeracy, written and verbal communication skills.

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.

At this level, employers are expected to offer substantial internal and/or external training.

Responsibilities

- To contribute to the operation objectives of the work areas, a position at this level may include some of the following inputs or those of a similar value:
- Undertake routine activities of a clerical and/or support nature;
- Undertake straightforward operation of keyboard equipment including data input and basic word processing at a basic level;
- Provide routine information including general reception and telephonist duties;
- Provide general stenographic duties;
- Apply established practices and procedures;
- Undertake routine office duties involving filing and maintenance of an existing records system.

Requirements of the job

Some or all of the items in the following three headings are needed to perform work at this level.

Skills, knowledge, experience, qualifications and/or training

- Developing knowledge of the workplace function and operation;
- Basic knowledge of administrative practices and procedures relevant to the workplace;
- A developing knowledge of work practices and policies of the relevant work area;
- Basic numeracy, written and verbal communications skills relevant to the work area;
- No formal qualifications are required;
- It is desirable the employees at this level are studying for an appropriate certificate or undertaking either internal or external training relevant to the work area.

Organisational relationships

Work under direct supervision.

Extent of authority

- Work outcomes are closely monitored;
- Freedom to act limited by standards and procedures;
- Solutions to problems found in established procedures and instructions with assistance readily available;
- Project completion according to instructions and established procedures;
- No scope for interpretation.

Designated Roles

- Employees engaged in the following tasks shall be defined as Centacare Level 1:
- Accounts Payable Clerical Person
- Accounts Receivable Clerical Person
- Payroll Trainee role
- General maintenance person (grade3)

CENTACARE WORKER LEVEL 2

Characteristics of this level

A person employed as a Centacare Worker Level 2 shall work under regular direction within clearly defined guidelines and undertake a range of activities requiring the application of acquired skills and knowledge.

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.

Employees will be expected to have an understanding of work procedures relevant to his/her work area and may provide assistance to lower classified employees or volunteers concerning established procedures to meet the objectives of a minor function.

Employees will be responsible for managing time, planning and organising his/her own work and may be required to oversight 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.

Responsibilities

To contribute to the operational objectives of the workplace, a position at this level may include some of the following inputs or those of a similar value:

- Undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgement within clearly established procedures and/or guidelines;
- Achieve outcomes which are clearly defined;
- Assist senior employees with special projects;
- Perform elementary tasks within a community service programme requiring knowledge of established work practices and procedures relevant to the work area;
- Operate a computer and/or programs and peripheral equipment - initiate corrective action at an elementary level;
- Operate a word processor and/or other business software and be conversant with and utilise the functions of those systems and be proficient in their use;
- Operate a desk top publisher at a routine/basic level;
- Provide secretarial support requiring the exercise of sound judgement, initiative, confidentiality and sensitivity in the performance of work;
- Perform tasks of a sensitive nature including the provision of more than routine information, the receiving and accounting for moneys and assistance to clients;
- Assist with administrative functions.

Requirements of the job

Some or all of the items in the following three headings are needed to perform work at this level.

Skills, knowledge, experience, qualifications and/or training

- Basic skills in oral and written communication with clients and other members of the public;
- Knowledge of established work practices and procedures relevant to the workplace;
- Knowledge of policies and regulations relating to the workplace;
- Understanding of clear but complex rules;
- Application of techniques relevant to the workplace;
- Developing knowledge of statutory requirements relevant to the workplace;

- Understanding of basic computing concepts;
 - or appropriate certificate relevant to the work required to be performed;
 - or will have attained through previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required;
 - or qualifications accepted as both relevant and equivalent;
 - or appropriate on-the-job training and relevant experience.

Organisational relationships

- Work under regular supervision.
- Provide guidance to a limited number of lower classified employees or volunteers.

Extent of authority

- Work outcomes are monitored;
- Have freedom to act within defined established guidelines;
- Solutions to problems may require the exercise of limited judgement, with guidance to be found in procedures, precedents and guidelines. Assistance will be available when problems occur.
- Graduates receive instructions.

Designated Roles

Employees engaged to perform any of the following tasks shall be defined as Centacare Level 2 (pay scale entry grade, other than grade 1, shown in brackets):

- Administrative Support Person
- Cleaner (grade 2)
- Receptionist
- Disability Support Worker with no certificates
- Disability Support Worker with Certificate 2 (grade 2)
- Disability Support Worker with Certificate 4 (grade 4)
- Assistant in Nursing (grade 2)
- Assistant in Nursing with Certificate 3 (grade 4)

CENTACARE WORKER LEVEL 3

Characteristics of this level

A person employed as a Centacare Worker Level 3 shall work under general direction in the application of procedures, methods and guidelines which are well established.

General features of this level involve solving problems of limited difficulty using knowledge, judgement 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.

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 his/her own particular work programme or project.

At this level, employees may be required to supervise lower classified staff or volunteers in his/her 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. Employees will be responsible for managing and planning his/her own work.

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.

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. He/she may be required to supervise more than one component of the work programme of the organisation.

Responsibilities

To contribute to the operational objectives of the workplace, a position at this level may include some of the following inputs or those of a similar value:

- Undertake responsibility for various activities in a specialised area;
- Exercise responsibility for a function within the organisation;
- Allow the scope for exercising initiative in the application of established work procedures;
- 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;
- Receive, allocate and prepare for processing accounts and invoices approved for payment;
- Provide secretarial and/or administrative support requiring a high degree of judgement, initiative, confidentiality and sensitivity in the performance of work;
- Assist with or provide a range of records management services, however the responsibility for the records management service would not rest with the employee;
- Proficient in the operation of the computer to enable modification and/or correction of computer software systems or packages and/or identification of operation problems. This level could include system administrators in small to medium sized organisations whose responsibility includes the security/integrity of the system;
- Apply computing programming knowledge and skills in systems development, maintenance and implementation under direction of a senior employee;
- Provide a service utilising the full functions of a desk top publisher;
- Supervise a limited number of lower classified employees or volunteers;

- Allow the scope for exercising initiative in the application of established work procedures;
- Deliver single stream training programmes;
- Co-ordinate elementary service programmes;
- Provide assistance to senior employees;
- Where prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:
 - Undertake some minor phase of a broad or more complex assignment;
 - Perform duties of a specialised nature;
 - Provide a range of information services;
 - Plan and co-ordinate elementary community-based projects or programmes;
 - Perform moderately complex functions including social planning, demographic analysis, survey design and analysis;

Requirements of the job

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

Skills, knowledge, experience, qualifications and/or training

- For Enrolled Nurses the health professional requirements are mandatory
- Thorough knowledge of work activities performed within the organisation;
- Sound knowledge of procedural methods of the organisation;
- May utilise professional or specialised knowledge;
- Working knowledge of guidelines of statutory requirements relevant to the organisation;
- Ability to apply computing concepts;
- The prerequisite for entry to this level would be:
 - Entry level three year degree; the entry level for holders of a relevant three year degree shall be the first incremental level;
 - Entry level four year degree; the entry level for holders of a relevant four year degree shall be the second incremental level;
 - or Associate Diploma with experience;
 - or Advanced Certificate in Community Services with experience or its equivalent;
 - or attained through previous appointments, service and/or study an equivalent level of expertise and experience to undertake the range of activities required.

Organisational relationships

- Graduates work under direct supervision;
- Works under general supervision;
- Operate as a member of a team;
- Supervision of other employees.

Extent of authority

- Receive instructions on the broader aspects of the work;
- Freedom to act within defined established practices - that is, freedom to arrange work in manner employee feels most comfortable with provided there is no change to defined established work practices;
- May set outcomes or objectives for specific projects;
- Problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.

Designated Roles

Employees engaged to perform any of the following tasks shall be defined as Centacare Level 3 (pay scale entry point, other than grade 1, shown in brackets):

- Payroll Team Leader
- Enrolled Nurses (grade 2)
- Certificate 4 at Dorothy Sales Cottages (grade 2)

CENTACARE WORKER LEVEL 4

Characteristics of this level

A person employed as a Centacare Worker Level 4 shall 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.

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.

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 his/her relevant discipline.

Work at this level requires a sound knowledge of programme, activity, operational policy or service aspects of the work performed within a function or a number of work areas.

Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

Graduates with a four year degree will progress to the first incremental step of this level after one year of satisfactory service at level 3 is completed and will progress to the third incremental step following an additional year of satisfactory service.

Responsibilities

To contribute to the operational objectives of the workplace, a position at this level may include some of the following inputs or those of a similar value:

- Undertake activities which may require the employee to exercise judgement and/or contribute critical knowledge and skills where procedures are not clearly defined;
- Perform duties of a specialised nature requiring the development of expertise over time or previous knowledge;
- Identification of specific or desired performance outcomes;
- Contribute to interpretation and administration or areas of work for which there are no clearly established procedures;
- Expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgement and contribute critical knowledge and skills where procedures are not clearly defined;
- Although still under general direction, there is a greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objections of the organisation and within budgetary constraints;
- Provide administrative support of a complex nature to senior employees;
- Exercise responsibility for various functions within a work area;
- Provide assistance on grant applications including basic research or collection of data;
- Undertake a wide range of activities associated with programme, activity of service delivery;
- Develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material;
- Undertake computer operations requiring technical expertise and experience and may exercise initiative and judgement in the application of established procedures and practices;
- Apply computer programming knowledge and skills in systems development, maintenance and implementation;

- Provide a reference and research information service and technical service including the facility to understand and develop technologically based systems;
- Where the prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:
 - Liaise with other professionals at a technical/professional level;
 - Discuss techniques, procedures and/or results with clients on straightforward matters;
 - Lead a team within a specialised project;
 - Provide a reference, research and/or technical information service;
 - Carry out a variety of activities in the organisation requiring initiative and judgement in the selection and application of established principles, techniques and methods;
 - Perform a range of planning functions which may require exercising knowledge of statutory and legal requirements;
 - Assist senior employees with the planning and co-ordination of a community programme of a complex nature.

Requirements of the job

Some or all of the items in the following three headings are needed to perform work at this level.

Skills, knowledge, experience, qualifications and/or training

- For Registered Nurses the health professional requirements are mandatory.
- Knowledge of statutory requirements relevant to work;
- Knowledge of organisation policies and activities;
- Knowledge of the role of the organisation and its services and/or functions;
- Specialists require an understanding of the underlying principles in the discipline;
- Sound discipline knowledge gained through previous experience, training or education;
- The prerequisites for entry to this level would be:
 - Relevant four year Degree with two years' relevant experience;
 - or Three year Degree with three years of relevant experience;
 - or Associate Diploma with relevant experience;
 - or Lesser formal qualifications with substantial years of relevant experience;
 - or Attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities;
- Employees undertaking specialised services shall be promoted to this level once they have had the appropriate experience and undertake work related to the responsibilities under this level;
- Employees working as sole employees shall commence at this level.

Organisational relationships

- Works under general direction;
- Supervises other staff and/or volunteers or works in a specialised field.

Extent of authority

- Required to set outcomes within defined constraints;
- Provides specialist/technical advice;
- 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;
- Solutions to problems generally found in precedents, guidelines or instructions;
- Assistance usually available.

Designated Roles

- Employees engaged to perform any of the following tasks shall be defined as Centacare Level 4:
- Registered Nurses (from 1 to 4 years experience confirming with Level 4, increment 1 to increment 4)

CENTACARE WORKER LEVEL 5

Characteristics of this level

A person employed as a Centacare Worker Level 5 shall 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.

Employees adhere to established work practices. However, they may be required to exercise initiative and judgement where practices and direction are not clearly defined. General features at this level indicate involvement in establishing organisation programmes 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.

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 workflows in their area of responsibility which may include establishing work programs in small organisations.

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 co-operation of clients and staff.

Employees responsible for projects and/or functions will be required to establish outcomes to achieve organisational goals. Specialists may be required to provide multi-disciplinary advice.

Responsibilities

To contribute to the operational objectives of the workplace, a position at this level may include some of the following inputs or those of a similar value:

- Responsibility for a range of functions within the organisation requiring a high level of knowledge and skills;
- Undertake responsibility for a moderately complex project, including planning, co-ordination, implementation and administration;
- Undertake a minor phase of a broader or more complex professional assignment;
- Assist with the preparation of or prepare organisation or programme budgets in liaison with management;
- Set priorities and monitor workflow in the areas of responsibility;
- Provide expert advice to employees classified at lower levels and/or volunteers;
- Exercise judgement and initiative where procedures are not clearly defined;
- Understanding of all areas of computer operation to enable the provision of advice and assistance when non-standard procedures/processes are required;
- Monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers' compensation and rehabilitation;
- 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;
- Undertake publicity assignments within the framework of the organisation's publicity and promotions programme. Such assignments would be of limited scope and complexity but would involve the co-ordination of facets of the total programme including media liaison, design and layout of publications/displays and editing;
- 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;

- Undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation;
- Plan, co-ordinate, implement and administer the activities and policies including preparation of budgets;
- Develop, plan and supervise the implementation of educational and/or developmental programmes for clients;
- Plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting;
- Where the prime responsibility lies in professional services, employees at this level would undertake at least some of the following:
 - Under general direction undertake a variety of tasks of a specialised and/or detailed nature;
 - Exercise professional judgement within prescribed areas;
 - Carry out planning, studies or research for particular projects including aspects of design, formulation of policy, implementation or procedures and presentation;
 - Provide reports on progress of programme activities including recommendations;
 - Exercise a high level of interpersonal skills in dealing with the public and other organisations;
 - Plan, develop and operate a community service organisation of a moderately complex nature.

Requirements of the job

Some or all of the items in the following three headings are needed to perform work at this level.

Skills, knowledge, experience, qualifications and/or training

- For Registered Nurses the health professional requirements are mandatory.
- Knowledge of organisational programmes, policies and activities;
- Sound discipline knowledge gained through experience;
- Knowledge of the role of the organisation, its structure and services;
- The prerequisites for entry to this level would be at least level 4 requirements plus:
 - Relevant Degree with relevant experience;
 - or Associate Diploma with substantial experience;
 - or Qualifications in more than one discipline;
 - or Less formal qualifications with specialised skills sufficient to perform at this level;
 - or Attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.

Organisational relationships

- Work under general direction;
- Supervise other employees and/or volunteers.

Extent of authority

- Exercise a degree of autonomy;
- Control projects and/or programmes;
- Set outcomes for lower classified staff;
- Establish priorities and monitor workflow in areas of responsibility;
- Solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.

Designated Roles

Employees engaged to perform any of the following tasks shall be defined as Centacare Level 5:

- Registered Nurses (from 5 to 8 years experience conforming with Level 5, increment 1 to increment 4)

CENTACARE WORKER LEVEL 6

Characteristics of this level

A person employed as a Centacare Worker Level 6 shall operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines need to be developed.

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 or a section thereof, assist or prepare budgets, establish procedures and work practices. Employees will be involved in the formation of programmes 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.

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 programme, project and/or significant work area. Employees require a good understanding of the long term goals of the organisation.

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 programmes 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 judgement; delegated authority; and the provision of expert advice.

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.

Responsibilities

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

- Undertake significant projects and/or functions involving the use of analytical skills;
- Undertake managerial or specialised functions under a wider range of conditions to achieve results in line with organisation goals;
- 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;
- Provide advice on matters of complexity within the work area and/or specialised area;
- Undertake a range of duties within the work area, including develop work practices and procedures, problem definition, planning and the exercise of judgement;
- Provide advice on policy matters and contribute to their development;
- Negotiate on matters of significance within the organisation with other bodies and/or members of the public;
- Control and co-ordinate a work area or a larger organisation within budgetary constraints;
- Exercise autonomy in establishing the operation of the work area;
- Provide a consultancy service for a range of activities and/or to a wide range of clients;

- Where the prime responsibility lies in a specialised field an employee at this level would undertake at least some of the following:
 - Provide support to a range of activities or programmes;
 - Control and co-ordinate projects;
 - Contribute to the development of new procedures and methodology;
 - Provide expert advice/assistance relevant to the work area;
 - Supervise/manage the operation of a work area and monitor work outcomes;
 - Supervise on occasions other specialised staff;
 - Supervise/manage the operation of a discrete element which is part of a larger organisation;
 - Provide consultancy services for a range of activities.

Requirements of the job

Some or all of the items in the following three headings are needed to perform work at this level.

Skills, knowledge, experience, qualifications and/or training

- Comprehensive knowledge of organisation policies and procedures;
- Specialist skills and/or supervision/management abilities exercised within a multi-disciplinary or major single function operation;
- Specialist knowledge gained through experience, training or education;
- Appreciation of the long term goals of the organisation;
- Detailed knowledge of programme activities and work practices relevant to the work area;
- Knowledge of organisation structures and functions;
- Comprehensive knowledge of requirements relevant to the discipline;
- The prerequisites for entry to this level would be at least level 5 requirements plus:
 - Degree with substantial experience;
 - or Post Graduate qualification;
 - or Associate Diploma with substantial experience;
 - or 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;
 - Works under limited direction from senior employees of the Committee of Management or Board;
 - Supervision of staff.

Extent of authority

- Exercise a degree of autonomy;
- May manage a work area or medium to large organisation or multi-worksite organisation;
- Has significant delegated authority; selection of methods and techniques based on sound judgement;
- Manage significant projects and/or functions;
- Solutions to problems can generally be found in documented techniques, precedents, or instructions; advice available on complex or unusual matters.

CENTACARE WORKER LEVEL 7

Characteristics of this level

A person employed as a Centacare Worker Level 7 shall 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.

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.

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.

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.

In addition positions at this level may be identified by the level of responsibility for decision-making, the exercise of judgement and delegated authority and the provision of expert advice.

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.

Graduates employed with and required to perform duties relevant to their tertiary qualification shall progress to this level once they have completed three years' satisfactory service at level 6 and undertake work related to the responsibilities under this level.

Responsibilities

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

- Undertake managerial or specialised functions under a wide range of conditions to achieve results in line with divisional/corporate goals;
- 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;
- Develop work practices and procedures for various projects;
- Establish work area outcomes;
- Prepare budget submissions for senior officers and/or the organisation;
- Develop and implement significant operational procedures;
- Review operations to determine their effectiveness;
- Develop appropriate methodology and apply proven techniques in providing specialised services;
- Where prime responsibility lies in a **professional** field an officer at this level:
 - Controls and co-ordinates projects/programs within an organisation in accordance with corporate goals;
 - Provides a consultancy service to a wider range of clients;
 - Functions may involve complex professional problem solving;
 - Provides advice on policy method and contribute to its development.

Organisational relationships

- Works under limited supervision;
- Normally supervises other employees and establish and monitor work outcomes.

Extent of authority

- May manage section or organisation;
- Has significant delegated authority;
- Selection of methods and techniques based on sound judgement. (Guidance not always readily available within the organisation.) Decisions and actions taken at the level may have significant effect on programme/project/work areas being managed.

Requirements of the job

Some or all of the items in the following three headings are needed to perform work at this level.

Skills, knowledge, experience, qualifications and/or training

- Comprehensive knowledge of policies and procedures;
- Application of a high level of discipline knowledge;
- 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;
- The prerequisites for entry to this level would be at least level 6 requirements plus:
 - Lesser formal qualifications with acquisition of considerable skills and extensive relevant experience to an equivalent standard;
 - or A combination of experience, expertise and competence sufficient to perform the duties required at this level.

CENTACARE WORKER LEVEL 8

Characteristics of this level

A person employed as a Centacare Worker Level 8 is subject to broad direction from senior officers and shall 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.

A person employed as a Centacare Worker Level 8 shall be subject to broad direction from management/the employer and 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.

General features of this level require the employee's involvement in the initiation and formulation of extensive projects or programmes 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.

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.

In addition, employees will be required to develop and implement techniques, work practices and procedures in all facets of the work area.

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 specialisation.

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 programmes and will be required to provide initiative, and have the ability to formulate, implement, monitor and evaluate projects and programmes.

Positions at this level may be identified by the significant independence of action within the constraints of organisational policy.

Responsibility

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

- Undertake work of significant scope and complexity. A major portion of the work requires initiative;
- Undertake duties of innovative, novel and/or critical nature with little or no professional direction;
- Undertake functions across a range of administrative, specialist or operational area which include specific programmes or activities, management of services delivery and the provision of high level advice;
- Provide authoritative specialist advice on policy matters and contribute to the development and review of policies, both internal and external;
- Manage extensive programmes or projects in accordance with organisational goals. This may require the development, implementation and evaluation of those goals;
- Administer complex policy and programme matters;
- May offer consultancy service;
- Evaluate and develop/revise methodology techniques with the organisation. The application of high level analytical skills in the attainment and satisfying of organisational objectives;
- Where the prime responsibility is in a specialised field, employees at this level would undertake at least some of the following:
 - Contribute to the development of operational policy;

- Assess and review the standards of work of other specialised personnel/external consultants;
- Initiate and formulate organisational programmes;
- Implement organisational objectives within corporate goals;
- Develop and recommend ongoing plans and programmes.

Requirements of the job

Some or all of the items in the following three headings are needed to perform work at this level.

Skills, knowledge, experience, qualifications and/or training

- Detailed knowledge of policy, programmes, guidelines, procedures and practices of the organisation and external bodies;
- Detailed knowledge of statutory requirements;
- The prerequisites for entry to this level would be at least level 7 requirements plus:
 - Qualifications are generally beyond those normally acquired through a Degree course and experience in the field of specialist expertise;
 - or Substantial post graduate experience;
 - or Lesser formal qualifications and the acquisition of considerable skills and extensive and diverse experience relative to an equivalent standard;
 - or Attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties of the position.

APPENDIX 2

Classification Structure – Student And Family Counsellors

Appointment at the Level 1 classification will be for people with appropriate qualifications but limited experience. The Grade within the Level 1 classification will be made by the Manager and will depend on their assessment of the person's qualifications, experience and any other relevant characteristics. Progression within the Level will be subject to the Manager's assessment of satisfactory performance over the preceding 12 months.

Progression from Level 1 to Level 2 will normally depend on experience. A minimum of four years full-time experience is required to be eligible for progression from Level 1 Grade 4 to Level 2 Grade 1 – this is not automatic and is subject to satisfactory performance and the Manager's assessment of the person's readiness for progression.

Appointment at the Level 2 classification will be for people with appropriate qualifications and a minimum of four years full-time experience. Progression from Level 2 Grade 1 to Level 2 Grade 2 is subject to the Manager's assessment of satisfactory performance over the preceding 12 months. Progression to and/or appointment to Level 2 Grade 3 is subject to appropriate qualifications and a minimum of 6 years full-time experience and is subject to the Manager's assessment of satisfactory performance. Progression from Level 2 Grade 3 to Level 2 Grade 4 and from Level 2 Grade 4 to Level 2 Grade 5 is subject to the Manager's assessment of satisfactory performance over the preceding 12 months.

The Level 3 classification is reserved for appointments at the Manager / Director level.