

2<sup>nd</sup> February 2018

Dear Applicant,

*Residential Care Worker – Casual*

Thank you for your interest in the above position with Junction Support Services. Enclosed, please find the *Position Description* and *Reference Check* documents that you will require in order to apply for this role.

The Position Description is an important document with regards to your application as it outlines the key objectives and responsibilities of the role, as well as the conditions of employment. This will help you to identify the skills and attributes Junction Support Services is seeking for this role.

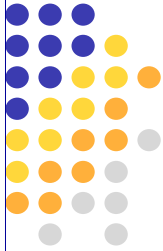
The Position Description also contains information regarding how to apply, and a list of selection criteria. It is very important that you address each of the selection criteria points in your application to demonstrate your suitability for the role you are applying for.

For further information regarding your application, the position or the organisation, please do not hesitate to contact Reception on 02 6043 7400

Yours sincerely,

*Amarly McMahon*

Amarly McMahon  
Recruitment & Wellbeing Officer  
Junction Support Services



### ***Position Description***

|                               |  |
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| <b>Document Control</b>       |  |
| <b>Program:</b>               | Continued Care Services  |
| <b>Position Title:</b>        | <i>Residential Care Worker – Casual</i>  |
| <b>Version No#:</b>           | 04   |
| <b>Location:</b>              | Wangaratta/Wodonga   |
| <b>Award:</b>                 | Social, Community, Home Care and Disability Services Award 2010 (VIC)  |
| <b>Classification:</b>        | Social and community Services Employee, Level 2, Paypoint 3-4<br><i>(paypoint dependent upon qualifications and/or experience)</i> |
| <b>Hours of Work:</b>         | Casual employment worked on a shift basis (including sleepovers/stand up's), across all six Residential units as required by JSS   |
| <b>Reports To:</b>            | Continued Care Program Managers  |
| <b>Prepared By:</b>           | Recruitment & Wellbeing Officer  |
| <b>Date Approved/Updated:</b> | 11 <sup>th</sup> August 2017   |

Junction Support Services (JSS) is committed to social change and has been working to reducing poverty and homelessness in communities in North East Victoria since 1989.

The organisation is a not for profit community service organisation providing support to children, young people, single adults and families who are disadvantaged through poverty, homelessness, family violence, mental ill health, and drug and alcohol addiction.

#### ***Our Values***

Everything we do is underpinned by our core values:

- Equity, Access & Diversity
- Innovation
- Collaboration

Our values are embedded in our organisation and form the basis of our strategic and business planning, recruitment processes, training and leadership development.

We provide trusted human services to our clients by promoting our values to achieve our goals. We ensure our staff treat people as individuals and promote and encourage decision making and community involvement across our service areas.

Our employees proudly provide quality services to our clients in a flexible, honest, fair and confidential manner.

Junction Support Services manages six residential units. All units are operated on a shift work basis, 24 hours a day, 7 days a week. The five units in Wodonga and one unit in Wangaratta are outlined as follows:

- The four High Support Residential Units provide medium to long term accommodation for adolescents aged 12 to 17 years who are on child protective orders through the Department of Human Services.
- The Wodonga Youth Refuge provides short term (six weeks) and emergency accommodation for adolescents aged 15 to 18 years who are homeless or at risk of homelessness.
- The Low Support Residential Unit situated in Wodonga, focuses on preparing adolescents 16 – 17 years for their transition from out of home care into independent living.

Residential Care Workers are required to collaborate and contribute with the entire team in assisting residents to achieve their goals, as determined through individual Care and Placement Plans. This requires that workers provide an appropriate response and level of assistance to resident's needs, through ensuring that the day-to-day arrangements required to meet each residents' goals are carried out in a safe and secure living environment.

#### ***Position Objectives***

1. Support all residents in achieving the day-to-day tasks, including assisting residents to cook, clean and participate in daily planned activities.
2. Provide a safe, caring and therapeutic residential living environment for adolescents.
3. Work collaboratively with the entire Care Team.
4. Role model appropriate and acceptable behaviour for residents at all times.
5. Build a positive relationship with adolescents through appropriate uses of boundaries and structure.

#### ***Organisational Context / Relationship***

The position of Residential Care Worker reports directly to the House Supervisor.

#### ***Internal Liaison:***

- CEO
- Client Services Manager
- Continued Care Services Manager
- Continued Care Operations Manager
- Continued Care Program Managers
- Specialist Adolescent Support Manager and Team Leader
- ICMS Service Case Managers
- Youth Refuge Case Manager
- Other Managers and staff members

- Service Users

*External Liaison:*

- Local, State & Federal Government Departments
- Community Groups
- Education and Training Providers
- Statutory Authorities
- General Public
- Health Providers

**Key Responsibilities**

**Service Delivery:**

- Strong understanding of the reasons behind traumatised children and young people’s behaviour and ability to adapt engagement and communication strategies to the presenting developmental, rather than chronological age.
- Capacity and skill in engaging children and young people who have experienced significant trauma and demonstrated emotional and behavioural dysregulation.
- Knowledge and capacity to readily attain knowledge of adolescent development.
- High-level of personal communication and networking skills and high level capacity to develop and work in team and flexibility respond to changing program requirements.
- Provide a safe, caring and therapeutic environment that promotes and builds on each residents’ strengths and wellbeing, relevant to his/her individual needs, abilities, circumstances and culture.
- Participate in the maintenance of a clean and safe work environment, as per Occupational Health and Safety Standards and Guidelines.
- Ensure that support for residents and their families acknowledge their rights and are confidential and professional.
- Act as a role model for appropriate and acceptable behaviours for residents, and in promoting specific behaviours/skills as required addressing individual client therapeutic needs.
- Identify and respond appropriately to challenging behaviours and situations.
- Implement the day to day care arrangements in accordance with residents’ Care and Placement Plans and SOPS.
- Participate in social/educational activities and programs that address residents’ physical, cognitive, emotional and social developmental needs, including independent living skills.

- Promote positive relationships between residents and their families.
- Encourage residents' participation as an integral part of the house, in planning, management and maintenance of the house and gardens.
- Act as an advocate on behalf of the residents' where appropriate.
- Use active listening, validation and problem solving to support adolescents make positive decisions in their life.
- Work within the Continued Care Model, utilising the Therapeutic Crisis Intervention component of this model to manage residents' behaviour.

### ***Key Challenges***

JSS provides residential and support services to young people who are considered to have complex or high- risk needs as a result of experiencing significant trauma in their lives. Due to these experiences the young people who reside in our care can exhibit highly challenging behaviours. These include verbal and physical aggression, threats, self harm, property damage, absconding defiance and anti social behaviour. In order to manage these behaviours applicants need to show they have the ability to deal with difficult and challenging situations and to function in a high stress role. Residential Care workers are supported and trained to manage these behaviours through implementing behaviour management plans and other intervention strategies.

### ***Professional and Ethical Conduct***

Residential Care Workers must uphold professional and ethical conduct at all times. All Residential Care Workers are required to sign an agreement to uphold JSS code of conduct. Breaches in the code of conduct may result in termination.

### ***The Organisation:***

- Capacity and willingness to work across a 24-hour, 7-day a week roster, including sleepover and stand-up shifts.
- Able to work under limited supervision.
- Understand and implement Junction Support Services' aim and objectives through competent work practices.
- Comply with Junction Support Services' policies and procedures, with funding guidelines.
- Adhere to establish protocol that exists between Junction Support Services and other service providers.
- Follow Occupational Health and Safety standards, guidelines and practices. Participate in the identification of potential and actual hazards and managing risks.

- Take responsibility for input into the day-to-day operations of the organisation, as well as policy development.
- Provide feedback on organisational policies.
- Maintain the organisations ideological framework of a strength-based work practise.
- Contribute to team building principles.
- Individually contribute to ensure effective communication occurs within the organisation.

***Administration:***

- Maintain administrative requirements of the Units/Youth Refuge, including record keeping (eg - Client services information, communication book, and confidential client files), reports and data collection processes.
- Attend support plan meetings and professional meetings as required.
- Participate in internal and external service evaluations.
- Participate and contribute in regular team meetings.

***Other:***

- Actively participate in Casual Reflective Space sessions/supervision as scheduled or required.
- Complete shifts in any of the residential units managed by Junction Support Services, on a non-fixed roster system as directed by the organisation.
- Other duties are required.

***Selection Criteria:***

1. Minimum of Certificate IV in Youth Work, Welfare, Disability Work or Community Services
2. Demonstrated relevant experience working with young people.
3. Demonstrated understanding of trauma informed care.
4. Commitment to working in a therapeutic manner.
5. Ability to maintain and demonstrate culturally informed and respectful practice.

## **Conditions of Employment**

This position is for casual employment, on a non-fixed roster basis (including sleepover and stand-up shifts) in any of the residential units, as required by the organisation. The service is operational 24 hours per day, 7 days per week.

It is a mandatory requirement of this position that a Senior First Aid Certificate (Workplace 2) is obtained prior to employment. A refresher course will be required to be undertaken every 3 years in order for employment to continue.

The award for this position is classified under the Social, Community, Home Care and Disability Services Award 2010, Social and Community Services Employee Level 2, Paypoint 3-4, dependent upon relevant qualifications and experience. The terms and conditions of employment are in accordance with Junction Support Services' Enterprise Agreement (2017).

Employer superannuation contributions will be paid in accordance with the Superannuation Guarantee Charge Act.

The successful applicant will be required to undergo satisfactory pre-employment checks, including; at least two (2) professional referees, proof of qualifications, a criminal record check, Victorian Working with Children Check and registration with the Department of Human Services.

Organisational vehicles are available for authorised use and are to be used at all times for work related purposes in accordance with the organisation's Motor Vehicle Policy. For this reason, it is a requirement that all employees hold a current driver's licence whilst employed with Junction Support Services.

## **Application Process:**

Junction Support Services does not bind itself to make any appointment whatsoever from applications received. Applications **must** include the following:

- a covering letter;
- brief statements addressing each of the selection criteria;
- your resume/CV detailing employment history;
- a completed Reference Checks Form providing the names and contact numbers of three professional referees (include current employer/supervisor) who can provide comment on the selection criteria
- Current Victorian Employee Working with Children's Card

Applications must be received at Junction Support Services by **4:00pm, Wednesday 14<sup>th</sup> February 2018** in an envelope marked CONFIDENTIAL and addressed to:

Amarly McMahon  
Recruitment & Wellbeing Officer  
Junction Support Services  
PO Box 1490  
WODONGA Vic 3689

Alternatively, emailed to:

[amarly.mcmahon@junction.org.au](mailto:amarly.mcmahon@junction.org.au)

Agency information, assistance with writing applications, JSS' policy of police checks, and any necessary forms can also be found on the JSS website – <http://www.junction.org.au>

**Declaration of Current and Ongoing Capacity**

*(To be signed by successful applicant only)*

I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position as described both in writing in this document, along with any verbal explanations in terms of:

- a) The knowledge, skills and attitudes required; and
- b) My physical and psychological capacity to undertake the work.

I understand and accept that I must also comply with JSS' policies and procedures.

Additionally, I agree to notify Junction Support Services of **any change** in my capacity to meet the requirements as outlined in this Position Description, including any changes in the status of my driver's licence and/or my ability to meet legislative requirements such as the Working With Children Check and police check.

Signed: .....

Witnessed: .....

Date: .....

*Junction Support Services is a child safe organisation and is proud to be an equal opportunity employer.*

**Reference Checks**

I, <name>....., consent to any reference checks that may be necessary to support this application.

Please give the names and telephone numbers and of three professional referees whom we can approach for references. These people will need to be able to adequately comment on the specifics of your work performance. Ideally this would be a current supervisor or direct manager, and therefore no personal referees should be supplied. Please note the third referee is required to ensure our recruitment process remains efficient and therefore, they may not be contacted.

1. Name: ..... Phone Number: .....

Organisation: .....

Relationship: .....  
*(eg, supervisor, manager, lecturer)*



2. Name: ..... Phone Number: .....

Organisation: .....

Relationship: .....

3. Name: ..... Phone Number: .....

Organisation: .....

Relationship: .....

I confirm the above referees have consented to act as a referee on my behalf and have given me permission to release their contact details to Junction Support Services for the purpose of this application. I understand that failure to gain the consent of the persons listed above to act as referees and provide their contact details may result in Junction Support Services not considering me for employment.

I further understand that only information which may assist me gain employment or assess my suitability for employment will be sought from the referees, and that such information will be handled in accordance with Junction Support Services' Privacy Policy, including the provision of access to that information.

I understand that any false or misleading information given in this application may render my employment, if I am appointed, liable to termination. I declare that to the best of my knowledge, the above information and that submitted in any accompanying documents is correct.

Applicant's Signature: ..... Date: .....

How did you hear about this position (*please tick applicable box*):

Internet

Newspaper