

13<sup>th</sup> April 2018

Dear Applicant,

*Residential Care Program Manager*

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.

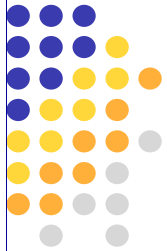
The Position Description also contains information regarding how to apply, and a list of selection criteria. It is very important that you address each of the selection criteria points in your application to demonstrate your suitability for the role you are applying for.

For further information regarding your application, the position or the organisation, please do not hesitate to contact Recruitment & Wellbeing Officer, Amarly on 02) 6043 7400.

Yours sincerely,

*Amarly McMahon*

Amarly McMahon  
Recruitment & Wellbeing Officer  
Junction Support Services



## Position Description

<b>Position Title:</b>	<b>Residential Care Program Manager</b>
<b>Program:</b>	Continued Care Services
<b>Version Number:</b>	6
<b>Probationary Period:</b>	6 months from commencement of employment
<b>Location:</b>	Junction Support Services' Wodonga Office
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (Vic)
<b>Classification:</b>	Social and Community Services Employee Level 7, Paypoint 1-3
<b>Hours of Work:</b>	Full time; worked at 76 hours per fortnight between 8:30am – 6:30pm, Monday to Friday
<b>Tenure:</b>	Ongoing
<b>Reports To:</b>	Senior Residential Program Manager
<b>Prepared By:</b>	Client Services Manager/Continued Care Services Manager
<b>Date Updated:</b>	11 <sup>th</sup> April 2018
<b>Review Date:</b>	11 <sup>th</sup> April 2019

Junction Support Services (JSS) is committed to social change and has been working to reduce 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 Mission

We work with individuals and families to support them to achieve their full potential.

## **Our Vision**

Communities without disadvantage.

## **Our Goals**

- Innovative Service Delivery
- Secure Funding Streams
- Employer of Choice
- A positive presence in our communities

## **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.

Four *Continued Care Residential Care Program Managers* are responsible for overseeing the operations and administration of the organisation's Residential Care facilities, as outlined below. The Program Managers also work with the Continued Care Program Manager - Case Management, who is responsible for overseeing the day to day functions of all Continued Care Program Intensive Case Managers (ICMS). It is the Program Managers responsibility to effectively manage both communications between the units and staff performance at the units, utilising the House Supervisors as required. Additionally, Program Managers will maintain the administrative requirements of the program.

*Continued Care Houses* are High Support Units staffed 24 hours a day, 7 days a week; provide out-of-home care for adolescents aged (12 to 17 years,) who are under a protective order through the Department of Health and Human Services (DHHS). All residents receive intensive support through a multi-disciplinary team, which is coordinated through case management services either within the agency (ICMS) or Department of Health and Human Service.

*Therapeutic Residential Care (TRC)* facilities are staffed 24 hours a day, 7 days a week. TRC is an intensive and time limited care for a child or young person in statutory care that responds to the complex impacts of abuse, neglect and separation from their family. This is achieved through the creation of positive, safe healing relationships and experiences informed by sound understanding of trauma, damaged attachment and developmental needs. The TRC houses are supported by full time House Supervisors who leads the team in supporting residents to achieve their goals.

*Wodonga Youth Refuge* is staffed 24 hours a day, 7 days a week and provides out-of-home care for 6 homeless adolescents between the ages of 15 and 18 years old, in a voluntary capacity. All residents receive multi-disciplinary support through services

within the agency; the Youth Refuge Case Manager, and other Case Managers within the Youth Support Program.

*Phoenix* is staffed 24 hours a day, 7 days a week. The facility provides out-of-home care for adolescents aged (12 to 17 years), who are under a protective order through the DHHS. All residents receive intensive support through a multi-disciplinary team, which is coordinated through case management services either within the agency (ICMS) or DHHS. This facility differs from the other Continued Care Houses as the staffing model is different.

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

The position of Continued Care Program Managers: Residential Care Units, reports directly to the Senior Residential Program Manager.

#### *Internal Liaison:*

- CEO
- Client Services Manager
- Continued Care Services Manager
- Senior Residential Care Program Manager
- Other Continued Care Program Managers
- House Supervisors
- Residential Care Workers
- Youth Refuge Case Manager
- Intensive Case Management Service Case Managers
- Other staff members and Managers
- Service Users

#### *External Liaison:*

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

### **POSITION OBJECTIVES:**

1. Ensure that the day to day operations in all units are functioning effectively and that a safe and secure residential living environment is provided, per the requirements of the program and JSS policy.
2. Ensure that all administrative and communication requirements of the program are being met, so that the units function smoothly and all necessary messages and required consultation occur between the various locations.
3. Ensure that Continued Care Unit staff are supporting residents in achieving their Case Plan goals, providing assistance to staff and the Care Team as required in order to achieve this.
4. Manage Continued Care Residential staff performance, providing supervision and support.
5. Provide direct assistance to the Continued Care staff on site and be readily available as required.

## **KEY RESPONSIBILITIES:**

### **Service Delivery:**

- Ensure the Looking After Children (LAC) framework and procedures are implemented and utilised in relation to the care of residents.
- Ensure placement data is recorded and up to date for all residents placed in our units.
- Ensure program documents and procedures are adhered to by Continued Care staff at all times.
- Ensure Unit compliance with DHHS Minimum Standards and Outcome Objectives for Residential Care Services in Victoria, Fire Safety Standards and Occupational Health Safety requirements.
- Complete quarterly client file audits for all units.
- Ensure that the Therapeutic Crisis Intervention (TCI) Model utilised in the units is adhered to by staff at all times.
- Pass on relevant feedback to the Continued Care Service Manager regarding possible skill and knowledge gaps of Continued Care staff, particularly with regards to therapeutic practice.
- Ensure the care and appropriate supervision of the young people in the unit, and support and direct the staff in relation to these matters.
- In conjunction with other Program Managers, take responsibility for assisting staff with accepting and creating a safe and therapeutic environment in which the specific developmental needs of each resident can be met.
- Support the House Supervisors with the day-to-day operation of the Unit including the maintenance and general care of the grounds, furnishings and equipment and facilitate maintenance work as required, in consultation with the Continued Care Service Manager.
- Oversee that the House Supervisors are ensuring the day-to-day physical needs of the young people are met. This includes all the usual household functions of providing home cooked, nutritious, balanced and varied meals which provide well for the appetites of different ages, and assisting with household chores.
- Facilitate effective intake and exit processes for all young people.
- Work collaboratively with service providers in the development and implementation of relevant, individual, goal orientated plans and programs for the residents.
- Ensure residents have the opportunities to acquire social and recreational skills to enable positive participation in a variety of community activities.
- Oversee the development of positive interpersonal relationships with the young people.
- Maintain and facilitate communication between the units and with the House Supervisors.
- Per direct contact had with the units, maintain communication between the other Continued Care Program Managers and Continued Care Service Manager, regarding unit functioning.

- As negotiated with the Service Manager, attend units daily in order to provide direct assistance to staff and residents.
- Oversee House Supervisor roles, providing support and assistance as required.
- Ensure, CRISPP and SHIP are kept updated at all times, and that relevant staff are trained in using these applications.

### **Staffing:**

- Supervise, coach, develop and support staff to ensure service objectives are met.
- In collaboration with Human Resources, undertake recruitment processes to ensure a supply of workers is available to fill shifts within the units.
- Participate in the induction and service orientation of all staff, and ensure shadow shifts and supervisions are completed prior to staff working independently.
- In consultation with the Continued Care Management team, identify and support the development of skills and capabilities of Residential staff.
- In consultation with the Continued Care Service Manager, manage Continued Care staff performance at all units, utilising House Supervisors when appropriate, and undertaking performance management if required.
- Coordinate staff leave arrangements to ensure adequate coverage of shifts.

### **The Organisation:**

- Comply with Junction Support Services' policies and procedures; funding guidelines; and legislative requirements.
- Adhere to established protocols that exist 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.
- Maintain the organisation's ideological framework of a strength-based work practice.
- Contribute to team building principles.
- Individually contribute to ensure effective communication occurs within the organisation.

### **Performance Development:**

- Actively participate in JSS' Performance Development Framework (PDF) as per JSS' Performance Development Policy.
- Participate in own training and professional development as identified through the PDS, and encourage the training and professional development of others.
- Ensure 100% compliance with all aspects of the PDS, both individually and across operations teams.
- Actively participate in own supervision with Continued Care Service Manager.

### **Administration:**

- Maintain the administrative requirements of the Units, including record keeping (e.g., communication book, confidential client files), reports and data collection processes.
- Ensure the program documentation and program standard operation procedures are reviewed regularly and maintained.
- Participate in internal and external service evaluations.
- Convene regular Unit and House Supervisor staff meetings.
- Ensure meeting minutes are distributed to relevant people in a timely manner.
- Ensure staff rosters are completed accurately and in a timely manner to ensure consistent service delivery.
- Approve staff timesheets.
- Receive and complete incident reports, forwarding to relevant parties, and in accordance with legislative requirements.
- Maintain individual electronic staff files for all residential staff.

**Other:**

- Participate in the organisation's after-hours on-call Duty Manager Roster as per organisation policy – after 3 months of employment with the agency.
- Participate in relevant meetings as directed by the Continued Care Service Manager.
- Other duties as required by the organisation.

**SELECTION CRITERIA:**

1. A relevant tertiary qualification such as Bachelor of Social Work and proven experience in a related position.
2. The capacity to be able to provide leadership, direction, support and facilitate change with a larger number of staff, both permanent and casual.
3. Ability to identify and assess actual and potential risks.
4. An understanding of the developmental and therapeutic needs of adolescents who have experienced trauma, abuse and neglect, with an ability to apply this knowledge to unit operations and directing staff accordingly.
5. Highly developed administration and communication skills.

**Benefits:**

- Personal use of an agency vehicle
- Wages in lieu of a capped amount of free personal kilometres per annum
- 5 weeks annual leave, with 17.5% leave loading on all weeks
- Salary sacrificing available, with a wide range of options
- Annual wage increases in accordance with JSS' Enterprise Agreement
- 50 hours or \$500 pro rata (whichever occurs first) to contribute to relevant non mandatory and professional development training costs
- The support of regular supervision

- Access to Professional/Clinical Debriefing for critical incidents experienced in relation to work
- Employee Assistance Program (EAP)
- The potential to take leave without pay and an unpaid career break
- Ability to take all personal leave days as careers leave
- 4 weeks paid maternity leave or 1 week paid paternity leave
- Reimbursement for HEP A/B and flu vaccinations
- A supportive environment that includes comprehensive induction and assistance with professional development

### **Conditions of Employment:**

Employment in this position is ongoing. It is full time, at 76 hours per fortnight and based in Wodonga.

The salary for this position is classified under the Social, Community Home Care and Disability Services Industry Award 2010 as Social and Community Services Employee Level 7, Paypoint 1-3. The commencement Paypoint is dependent upon proven qualification and years of experience relevant to the Selection Criteria.

The remuneration package includes personal use of an organisational vehicle, wages in lieu of personal kilometres (with travel to and from work being considered personal use), and the option of salary sacrificing.

The successful applicant will be employed on an Individual Contract of Employment; the terms and conditions of which are in line with Junction Support Services' Enterprise Agreement (2017), and read in conjunction with the Social, Community Home Care and Disability Services Industry Award 2010.

The position will require some work to be undertaken outside of normal working hours. There is no paid overtime, but any extra hours worked will be accrued as Time in Lieu. A maximum of fourteen (14) hours time in lieu applies at any one time and is to be taken within one month of its accrual. No more than four (4) weeks annual leave is to be accrued without Manager's approval.

Participation in Junction Support Services' After Hours Oncall Service, as per the Duty Manager roster, is required after 3 months of employment and specific training has been provided.

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

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

The successful applicant will initially be engaged in a probationary period of six (6) months. A probationary review before six (6) months will be undertaken.

Organisational vehicles 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 a current Driver's Licence be held whilst employed by the agency.

For the successful applicant, accrued leave entitlements will be carried over.

### **APPLICATION PROCEDURE**



Junction Support Services does not bind itself to make any appointment whatsoever from applications received.

Applications must include:

- a covering letter;
- statements addressing each of the selection criteria points (found above);
- resume/CV detailing employment history and experience;
- a completed Reference Checks form (within this employment pack) providing the names and contact numbers of three professional referees (include current employer/supervisor) who can provide comment on work performance.

Applications must be received at Junction Support Services by **9.00am, Thursday 26<sup>th</sup> of April**, in an envelope marked CONFIDENTIAL and addressed to:

Amarly McMahon  
Recruitment & Wellbeing Officer  
Junction Support Services  
PO Box 1490  
Wodonga VIC 3689

or emailed to:

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

or dropped off at the office at: 155 Melbourne Road, Wodonga

For further information regarding details about the position, please contact the Continued Care Services Manager, Annie Shirley on (02) 6043 7437.

Applicants invited to attend an interview must bring to the interview their original certificate as proof of qualification.

#### **DECLARATION OF CURRENT AND ONGOING CAPACITY**

*(To be completed 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 an equal employment  
opportunity employer.  
Winner of Employer of Choice 2017.*

**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.

**Referees**

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: .....

**Note: This completed form must be attached to your application.**

- Website  Newspaper  Seek  EvoCities  Other

<b>Supporting Documents</b>	<ul style="list-style-type: none"> <li>• DHHS Service Agreement Information Kit for Funded Organisations – <i>4.6 Safety screening for funded organisations</i></li> <li>• Information Privacy Act 2000 (Vic)</li> <li>• CrimCheck Service Agreement (contract)</li> <li>• JSS Child Safety Policy</li> <li>• JSS Student Placement Policy</li> </ul>
<b>Policy Reference No:</b>	Version Number: 3
<b>Policy Authorisation</b>	Chief Executive Officer; Committee of Management
<b>Policy Administration</b>	Human Resources Manager – Development, implementation and consultation
<b>Approval Date</b>	9 February 2016
<b>Operative Date</b>	9 February 2016
<b>Review Date</b>	9 February 2018

### 1. ORGANISATIONAL CONTEXT

As a Community Service Organisation funded by the Department of Health & Human Services (DHHS), Junction Support Services (JSS) is mandated to comply with applicable DHHS policy directives. The *Safety screening for funded organisations* is one such policy directive.

JSS is required to maintain all documentation related to police checks for current employees, volunteers and students for the purpose of external audits authorised by DHHS. This includes, but not limited to, completed informed consent forms, certified copies of ID, National Criminal History Reports and Disclosable Police Record Assessment Reports.

### 2. POLICY STATEMENT

Junction Support Services (JSS) has a commitment to protect and not place at unreasonable risk vulnerable people, members of the communities we serve, the JSS workforce and anyone who enters a JSS workplace.

All JSS people who are in the scope of this policy must undertake a police check prior to commencement and every 3 years thereafter. They must also advise Human Resources if during their employment (paid/unpaid) or placement with JSS they are charged with, or convicted of a criminal offence.

In conducting a police check, JSS is demonstrating due diligence and equity and fairness in its selection and appointment of existing and prospective JSS people. JSS is an accredited agency approved to access the CrimTrac National Police Checking Service (NPCS) through its Accredited User, CrimCheck.

CrimCheck applications (informed consent form) are conducted in a face-to-face interview with the applicant. In the event that a police check through CrimCheck is not practicable (eg, applicant's distance from JSS), a national police check may be requested through Victoria Police or similar authority.

Except in the case of student placements (refer to JSS' Student Placement Policy), JSS will not accept a previous police check or a police check completed from another organisation. Where an applicant has resided outside of Australia, JSS may require the applicant to provide an international police clearance (refer to clause 5.1 below).

JSS pays for pre-employment and post-employment police checks but does not pay for international police clearances or student placement police checks.

In conducting a police check, JSS will always comply with:

- all relevant state and federal legislation, in particular legislation which prevents discrimination on the basis of criminal records;
- the Commonwealth Spent Convictions Scheme;
- its obligations as set out in the Contract with CrimCheck; and
- its obligations as set out in the Service Agreement with the Department of Health and Human Services (DHHS).

CrimCheck acknowledges JSS' obligations under its Service Agreement with DHHS in relation to retention of police check documentation and discussion with an external third party in the case of a disclosable record. However, where there are inconsistencies between JSS' Contract with CrimCheck and DHHS' Service Agreement with JSS, the Human Resources Manager shall seek clarification and direction from both parties.

This policy sets out JSS' approach to obtaining a national police check as a pre-requisite for employment and/or placement in all JSS positions and as a condition of continuing employment and/or placement.

### **3. SCOPE**

This policy applies to all existing and prospective JSS employees, volunteers and students.

The 3 yearly police check on existing employees and volunteers does not include employees in the following positions:

- CEO
- Human Resources Manager
- Recruitment and Wellbeing Officer
- Human Resources Administration Assistant
- Commercial and Finance Manager
- Accounts Payable and Payroll Officer
- Accountant

### **4. RESPONSIBILITY**

#### **4.1 Compliance with this policy**

All people referred to in the scope are required to comply with this policy.

#### **4.2 Human Resources**

- is responsible for and have the authority to request a police check through CrimCheck
- must protect Police History Information at all times
- must retain existing employees', volunteers' and students' Police History Information for external audit purposes
- must not retain Police History Information beyond termination of employment (paid/unpaid) or placement
- must not reproduce Police History Information
- is responsible for the overall management of Police History Information
- assesses all disclosable outcomes

## **5. PROCEDURE**

A police check can only be requested for the purposes of employment screening of existing and prospective employees and volunteers, and for the purposes of placement screening of prospective students.

Junction Support Services (JSS) is obligated to discuss all police checks resulting in a disclosable record with appropriate authorities within the Department of Health and Human Services.

All documentation relating to a person's police check must be shredded in the event of no formal offer of employment (paid/unpaid) or placement, or upon termination of employment.

### **5.1 Pre-employment Police Checks, including volunteers**

All prospective applicants are to complete a satisfactory national police check and, if applicable, an international police check prior to a formal offer of employment or engagement in a volunteer position. Verbal offers of employment are contingent upon, but not limited to, a satisfactory police check.

During the recruitment process, applicants must be advised of the requirement to undertake a police check.

Police checks on prospective Residential Care Worker applicants are completed at the time of interview for the position.

Police checks on prospective successful applicants for all other positions, including volunteers are completed following the verbal offer of employment.

A police check can only be requested (lodged with CrimCheck) after a National Police Checking Service (CrimCheck) *informed consent form* and JSS' *Consent to Release Police History Information to a Third Party form* [Appendix 1] have been completed by the applicant whose name will be checked and identity has been established using the CrimCheck 100-point check methodology.

Police check applications (consent) are processed by Human Resources through CrimCheck in accordance with contractual obligations.

When a police check is completed, JSS will retain as its permanent records the original completed consent and acknowledgement forms and confirmation that a police check has been conducted.

### ***International Police Check:***

As well as an Australian national police check, applicants who have resided continuously in an overseas country for 12 months or more in the last 10 years must provide JSS with a satisfactory international police check (at own cost) prior to a formal offer of employment.

Information on how to obtain international police checks can be found on the Department of Immigration's website: [www.immi.gov.au/allforms/character-requirements/](http://www.immi.gov.au/allforms/character-requirements/)

Applicants must be informed through the recruitment process of the requirement to provide an international police check should the above criteria apply.

Where an international police check cannot be obtained or one month has lapsed since the applicant was informed of the requirement for an international police check, a statutory declaration [Appendix 2] from the applicant and 2 character reference checks from individuals who personally knew the applicant while they were residing in the other country must be completed. The credentials of the persons acting as referees must be verified and can include previous employers, government officials and family members. The applicant must be informed that referees will be asked whether they have knowledge or information concerning the applicant which would adversely affect the applicant from performing the job, including any criminal offences.

Before conducting overseas reference checks, Human Resources will ascertain from the applicant the steps he/she has taken to try to obtain an international police check.

International police checks required for visa applications to work in Australia cannot be transferred and are not recognised by the Department of Health and Human Services. Therefore, they will not be accepted by JSS.

## **5.2 Pre-placement Police Checks**

All prospective students are required to provide (at their own cost) a national criminal record check (police check) prior to a formal agreement for placement. The date of issue on the National Police Certificate must not be more than 3 months at commencement of placement.

A disclosable police record will be assessed as per clause 5.4 of this policy.

For international students or students who have resided in an overseas country for 12 months or more in the last 10 years, as they are only in Australia for a short period, the requirement for obtaining an international police check is waived. However, they must complete a Statutory Declaration [Appendix 3] declaring they do not have:

- any charges laid against them by police concerning any offence committed in Australia or in another country in the past; or
- any offence of which they have been found guilty, committed in Australia or in another country in the past.

The Statutory Declaration must be provided to Junction Support Services prior to a formal agreement for placement.

The National Police Certificate will be returned to the student on the final day of placement.

### **5.3 Post-employment Police Checks, including volunteers**

National police checks must be conducted once every three years on all existing employees and volunteers covered by the scope of this policy.

A 3-yearly police check can only be requested (lodged with CrimCheck) after a National Police Checking Service (CrimCheck) *informed consent form* and a Junction Support Services' (JSS) *Consent to Release Police History Information to a Third Party* form (Appendix 1) has been completed by the applicant whose name will be checked and identity has been established using the CrimCheck 100-point check methodology.

When a 3-yearly police check is completed, JSS will retain as its permanent records the original completed consent and acknowledgement forms and confirmation that a police check has been conducted.

There is no further requirement for an international police check after employment (paid/unpaid) has commenced.

### **5.4 Police Check Resulting in a Disclosable Record**

A disclosable police record (national/international) does not automatically preclude a person from a job or placement with Junction Support Services (JSS). JSS must not discriminate on the grounds of a criminal record when making a decision. It is not an act of discrimination to find a person unsuitable for a particular role if the criminal record means that he or she is unsuitable to perform the inherent or essential requirements of that role or poses an unreasonable risk for clients, staff and the organisation.

Human Resources will manage the assessment process, including communication with the Department of Health and Human Services (DHHS), for all police checks requested by JSS that result in a disclosable record. In order to determine a person's suitability for employment, placement or ongoing employment assessment of the disclosable record is made in accordance with the assessment criteria detailed below.

#### **Assessment Criteria:**

- The relevance of the criminal offence in relation to the job or placement.
- The nature of the offence and the relationship of the offence to the particular job or placement for which the applicant is being considered.
- Whether the person pleaded guilty.
- Whether the person had legal representation when making the decision to plead guilty or not guilty.
- The length of time since the offence took place.
- Whether the person was convicted or found guilty and placed on a bond.
- Whether there is evidence of an extended police record.
- The number of offences committed which may establish a pattern of behaviour which renders the applicant unsuitable.
- Whether the offence was committed as an adult or juvenile.
- The severity of the punishment imposed.
- Whether the offence is still a crime, that is, has the offence now been decriminalised.
- Whether there are other factors that may be relevant for consideration.



- The person's general character since the offence was committed.

**JSS Police Check Assessment Panel:**

The Assessment Panel for all police checks resulting in a disclosable record shall comprise of the Human Resources Manager or Recruitment & Wellbeing Officer (whomever undertakes the assessment) and two members of JSS' Committee of Management, with one, wherever practicable, being the Chairperson.

1. Human Resources shall interview (Skype may be an option) the prospective applicant or existing employee to assess the disclosable police record following the above assessment criteria; reminding the applicant or existing employee that JSS is required to discuss his/her Police History Information with applicable authorities in DHHS.
2. Human Resources shall convene JSS' Police Check Assessment Panel, providing the Assessment Report to Panel members prior to the Panel convening.

*Note: The criminal history information contained in the police check results is not to be copied verbatim in the Assessment Report. A summary only is provided.*

3. JSS' Police Check Assessment Panel shall determine employment/placement suitability based on the assessment criteria listed above. Human Resources shall document the Panel's decision and rationale on the Assessment Report.
4. Human Resources shall inform the applicant or existing employee of the decision and the rationale.

JSS' decision not to employ a person or provide a placement, base on the thorough assessment, is final. An appeal process does not apply.

**Communication with the Department of Health and Human Services (DHHS):**

Human Resources must advise (telephone and email) DHHS' Ovens Murray Local Connections Manager (Cecily Fletcher, 0400 897 499 / [Cecily.Fletcher@dhs.vic.gov.au](mailto:Cecily.Fletcher@dhs.vic.gov.au)) immediately of any police check resulting in a disclosable record and the assessment/ decision timeframe.

Human Resources shall communicate JSS' Police Check Assessment Panel's decision and rationale with DHHS' Ovens Murray Local Connections Manager prior to the required discussion with DHHS' Ovens Murray Area Director.

In the event of a negative decision by JSS' Police Check Assessment Panel, Human Resources is required to discuss the decision and rationale with DHHS' Ovens Murray Area Director (Paul Knowles, 03 5722 0913 / [Paul.Knowles@dhs.vic.gov.au](mailto:Paul.Knowles@dhs.vic.gov.au)) prior to informing the applicant or existing employee. The Area Director cannot direct or override the decision but should provide their opinion regarding JSS' decision. Following the discussion, the Area Director should send an email to Human Resources to confirm the outcome of the discussion. The Area Director's email shall be attached to the Assessment Report.

## **6. Storage and Disposal**

JSS shall treat all Police History Information with the highest level of confidentiality and privacy in accordance with relevant legislation and standards.

Where JSS' decision is not to employ or provide a student placement, all Police History Information shall be destroyed once the applicant has been informed of JSS' decision.

Police History Information for existing employees, volunteers and students shall not be stored on employees', volunteers' or students' personnel file but shall be stored by Human Resources in a separate file in a locked filing cabinet.

On termination of employment (paid/unpaid), the employee's Police History Information shall be destroyed.

As students have paid for their police check, the Police Certificate shall be return to the student on the final day of placement.

**7. Breach of this Policy**

Any breach of this policy may result in disciplinary action, up to and including termination of employment. Disciplinary procedures that can be actioned by Junction Support Services (JSS) will be in line with JSS' *Disciplinary Policy and Procedure*. If an individual's conduct results in a breach under law, they may also be personally liable.

A prospective employee, volunteer or student who does not agree to a pre-employment/pre-placement police check (national and/or international) or, in the event of a disclosable record, refuses consent to release information to a third party shall not be offered employment.

An existing employee or volunteer who does not agree to a 3-yearly police check or, in the event of a disclosable record, refuses consent to release information to a third party shall have their employment or volunteer position terminated.

Appendix 1

**Police Check Resulting in a Disclosable Record**

**CONSENT TO RELEASE POLICE HISTORY INFORMATION TO A THIRD PARTY**

Junction Support Services (JSS) is a funded organisation of the Department of Health and Human Services (DHHS). Under its Service Agreement with DHHS, JSS has an obligation to discuss with appropriate authorities in DHHS national and, where applicable, international disclosable police records of prospective employees, volunteers and students and of existing employees and volunteers. The purpose of these discussions is for DHHS to monitor JSS' application of safety screening.

In the event that my police check results in a disclosable record I, (full name)

.....

....., of (address)

.....

hereby consent to Junction Support Services discussing my police record with the Department of Health and Human Services' Ovens Murray Local Connections Manager and Ovens Murray Area Director.

Signature: .....

Date: .....

Appendix 2

**SAFETY SCREENING STATUTORY DECLARATION – REFUGEES/ASYLUM SEEKER**

\_\_\_\_\_  
[full name]

of

\_\_\_\_\_  
[address]

do solemnly and sincerely declare that I have fully disclosed in writing to [organisation], all details of:

- any charges laid against me by police concerning any offence committed in Australia or in another country in the past
- any offence of which I have been found guilty, committed in Australia or in another country in the past
- any formal disciplinary action taken against me by any current or former employer
- any finding of improper or unprofessional conduct by me by any Court or Tribunal of any kind
- any investigations I have been the subject of by an employer, law enforcement agency or any integrity body or similar in Australia or in another country

and that a copy of my responses to the above issues which I have provided to [organisation] as part of the recruitment process to a position of the [organisation] is attached hereto.

I acknowledge that this declaration is true and correct, and I make it with the understanding and belief that a person who makes a false declaration is liable to the penalties of perjury.

Declared at:

\_\_\_\_\_

On the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
Signature of person making this declaration  
[to be signed in front of an authorised witness]

Before me,

\_\_\_\_\_  
Signature of Authorised Witness

**The authorised witness must print or stamp his or her name, address, and title under section 107A of the Evidence (Miscellaneous Provisions) Act 1958 (Vic). (e.g. Justice of the Peace, Pharmacist, Police Officer, Court Registrar, Bank Manager, Medical Practitioner, Dentist, some public servants)**

**SAFETY SCREENING STATUTORY DECLARATION – STUDENT PLACEMENT**

\_\_\_\_\_  
[full name]

of \_\_\_\_\_

[address]

do solemnly and sincerely declare that I have fully disclosed in writing to [organisation], all details of:

- any charges laid against me by police concerning any offence committed in Australia or in another country in the past
- any offence of which I have been found guilty, committed in Australia or in another country in the past

and that a copy of my responses to the above issues which I have provided to [organisation] as part of the recruitment process to a position of the [organisation] is attached hereto.

I acknowledge that this declaration is true and correct, and I make it with the understanding and belief that a person who makes a false declaration is liable to the penalties of perjury.

Declared \_\_\_\_\_ at:

On the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
Signature of person making this declaration  
[to be signed in front of an authorised witness]

Before me,

\_\_\_\_\_  
Signature of Authorised Witness

**The authorised witness must print or stamp his or her name, address, and title under section 107A of the Evidence (Miscellaneous Provisions) Act 1958 (Vic). (e.g. Justice of the Peace, Pharmacist, Police Officer, Court Registrar, Bank Manager, Medical Practitioner, Dentist, some public servants)**