

2nd August 2018

Dear Applicant,

Leaving Care Case 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 the Specialist Adolescent Services Service Manager, Rachel on 02) 6043 7435

Yours sincerely,

Amarly McMahon

Amarly McMahon
Recruitment & Wellbeing Officer
Junction Support Services

Position Description

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Document Control

Program:	Specialist Adolescent Services (SAS)
Position Title:	<i>Leaving Care Case Manager</i>
Version No:	05
Probationary Period:	6 months from commencement date
Location:	JSS Wodonga Office
Award:	Social, Community, Home Care and Disability Services Award 2010 (Victoria)
Classification:	Social and Community Services Employee, Level 5, Paypoint 1-3 (paypoint dependent upon qualification and/or experience)
Hours of Work:	Monday to Friday, between 9:00am – 5:00pm, at 45 hours per fortnight
Tenure:	Fixed term to 30 th June 2021
Reports To:	Specialist Adolescent Services Team Leader
Date Approved/Updated:	2 nd August 2018

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



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Employer of Choice

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.

The Leaving Care Program is a joint initiative of the Office of Housing (including Child Protection and Juvenile Justice Branch), the Child, Youth and Family Division of the Department of Human Services and National Partnership Affordable Housing Agreement. In conjunction with these services' JSS' Leaving Care Program is responsible for supporting young people, if they choose to access this voluntary service, in making their transition from the statutory care of Child Protection into independence. The overall aim of this program is to achieve better outcomes and reduce social marginalisation for young people leaving care, by providing options that can reduce the risk of homelessness. This is achieved by working within a Case Management Framework to assist young people with the development of life skills and linking them into housing, employment, and education and training options.

Position Objectives:

1. Assist young people to develop the necessary life skills that will allow them to successfully make the transition into independent living.
2. Create pathways to affordable housing options for young people, assisting them to maintain long term, stable accommodation and thus reduce their risk of homelessness.
3. Support young people to achieve better outcomes by linking them into education and training options, and/or employment providers and services.
4. Influence out of home care providers to assist with effectively preparing young people exiting statutory care, providing information and referrals to young people (who are leaving or have left care), families or carers, and community service organisations as required.

Organisational Context/Relationship:

The position of Leaving Care Case Manager reports directly to the Specialist Adolescent Services Team Leader.

Internal Liaison:

- CEO
- Client Services Manager
- Specialist Adolescent Services Manager
- Specialist Adolescent Services Team Leader
- Other Leaving Care Case Manager
- Other Specialist Adolescent Services team members
- Other staff members and Managers



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- Service Users

External Liaison:

- Department of Health and Human Services
- Other Local, State & Federal Government Departments
- Office of Housing
- Beyond Housing
- Private Rental Providers
- Education and Training Providers
- Community Service Providers and Groups
- Health Providers
- Statutory Authorities
- General Public

Key Responsibilities:

Service Delivery:

- To provide a case management service to young people voluntarily participating in the program, including the direct provision of practical assistance and support, and the coordinator of specialist support when required.
- Encourage the young person's participation in the development of their own support plans, promoting mutually agreed upon goals that are based upon individual needs, including: housing, health, education, employment and other critical goals that have been identified.
- Encourage the young person's participation in the management of their support and accommodation, providing relevant support to those who identify moving towards independent living as a goal.
- Assist young people with improving their independent living skills, with the objective of developing fully independent living skills.
- Influence out of home care providers to assist in the preparation of the young person's transition out of care, to help alleviate any difficulties with this process.
- Work in conjunction with local housing services to assist young people entering and exiting housing, when appropriate.
- Provide information on the range of services available to young people and make appropriate referrals when relevant.
- Assist young people to attend appointments with external organisations and service providers.
- Provide practical support to young people, where no other services are available.
- Promote positive relationships between young people and their families, in accordance with case plan goals.



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- Develop clear and established links with appropriate education, employment and training providers, to assist young people with accessing these services.
- Develop and maintain strong relationships with other relevant service providers and government authorities.
- Liaise with other JSS program employees, external agencies and service providers on behalf of young people, advocating for them whenever necessary and appropriate.
- Ensure that support for young people and their families acknowledge their rights and is confidential and professional.

The Organisation:

- Implement JSS aims and objectives through competent work practices.
- 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 and best practice principles.
- Comply with JSS' policies and procedures; funding guidelines; and legislative requirements.
- Adhere to the established protocols that exist between JSS and other service providers.
- Follow Occupational Health and Safety standards, guidelines and practices. Participate in the identification and resolution of potential and actual hazards and risks.
- Individually contribute to ensure effective communication occurs within the organisation and that team building principles are being practiced.
- Actively participate in supervision.

Administration:

- Maintain administrative requirements of the program including confidential client records/case notes, reports, government mandated data collection and other data collection and collation processes.
- Provide written reports as required, for example: court reports; case plans; case plan reviews; incident reports.

Other:

- Participate in JSS' after hour's on-call service after 3 months of employment with the agency, on a roster basis.
- Participate in relevant professional meetings as required – for example care team meetings, case plan meetings and annual review meetings
- Other duties as required.



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Selection Criteria:

1. A relevant tertiary qualification such as Social Work, Welfare or Behavioural Science and/or proven relevant experience to this role.
2. Knowledge of the developmental and therapeutic needs of young people who have experienced trauma, abuse and neglect.
3. Knowledge of a range of theories and interventions relevant to young people who are homeless or at risk of homelessness.
4. An understanding of working within a case management framework to provide effective support to young people with complex needs.
5. Demonstrated ability to develop and maintain strong working relationships with internal and external service providers.

Employment Benefits:

- 5 weeks annual leave pro rata
- 17.5% leave loading on 4 out of the 5 weeks annual leave pro rata
- Generous salary sacrificing available with a wide range of options
- Annual wage increases (in accordance with Fair Work adjustment or CPI)
- 50 hours or \$500 pro rata (whichever occurs first) to contribute to non mandatory training fees, for relevant training to the position held
- The support of regular internal supervision
- Access to JSS' Employee Assistance Program
- The potential to take leave without pay and an unpaid career break
- Ability to take all personal leave days as carers leave
- 4 weeks paid maternity leave or 1 weeks paid paternity leave
- A supportive environment that includes comprehensive induction and assistance with professional development
- Access to agency vehicles for all work related travel

Conditions of Employment:

This position is part time, fixed term to 30th June 2021 and to be worked Monday to Friday, 9:00am to 5:00pm at 45 hours per fortnight and is based in Wodonga. The position will require some work to be undertaken outside of normal working hours, but any extra hours worked will be accrued as Time in Lieu. There is no paid overtime.

The commencement salary for this position is classified under the Social and Community Services (Victoria) Award as Social Worker, Level 5, Paypoint 1-3. The Paypoint selected as the commencement level of salary will depend upon qualifications and proven relevant experience, and includes the option of salary sacrificing. The terms and conditions of employment are in accordance with Junction Support Services 'Enterprise Agreement (2017).

A maximum accrual of seven (7) hours time in lieu applies at any one time and is to be taken within one month of accrual. No more than four (4) weeks annual leave is to be accrued without manager's approval. Participation in the organisation's after hour's on-call service is negotiable with Specialist Adolescent Services Manager and will be commence after 3 months of employment in the role and will be on a roster basis.



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

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

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 and valid driver's licence whilst employed with the agency.

In the event of an internal application, accrued leave entitlements will be carried over.

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

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

Applications must be received at Junction Support Services by **9:00am, Wednesday 15th August 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:

recruitment@junction.org.au

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 is proud to be an equal opportunity employer.



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Reference Checks

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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.

