

3rd August 2018

Dear Applicant,

Youth Refuge 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



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Position Description

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Document Control	
Program:	Youth Services
Position Title:	<i>Refuge Case Manager</i>
Version No:	04
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 (<i>paypoint dependent upon qualification and/or experience</i>)
Hours of Work:	Monday to Friday, between 9:00am – 5:00pm, worked at 45 hours per fortnight
Tenure:	Fixed term to 4 th August 2017
Reports To:	Youth Services Manager
Prepared By:	Recruitment & Wellbeing Officer
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 Values:

Everything we do is underpinned by our core values:

- Equity, Access & Diversity
- Innovation
- Collaboration

Mission

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

Vision

Communities without disadvantage

Goals

- Innovative service delivery
- Secure funding streams

- Employer of choice
- A positive presence in our communities
- Strong governance

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.

This position is aimed at providing enhanced but immediate support to those accessing primarily but not exclusively, the Wodonga Youth Refuge. It has been recognised that youth homelessness extends into adulthood, and therefore this service places significance upon the promotion and support of reconciliation with families; so that youth can remain at or return to home. The aim of this position is to provide an early intervention approach to youth homelessness, by diverting youth away from the homelessness service system. The position will also be required to provide case management support to youth who are homeless or at risk of homelessness who are not refuge clients.

Position Objectives:

- Adopt an early intervention approach by providing an immediate response to youth entering the Refuge, preventing the need for Case Management and placement, which diverts the young person away from the homelessness service system.
- Conduct assessments surrounding developmental, psychological, emotional, health and social needs of young people, to accurately identify the specific requirements of individual youth.
- Provide specialist support and advice, and make referrals based upon identified needs, in an attempt to relieve the immediate issues associated with homelessness.
- Promote and support family reunification, aiming towards having youth remain at or return to home.
- Assist in ensuring young people's transitions when entering/exiting refuge occur smoothly, liaising with other services where appropriate.
- Conduct follow up work with clients after they have left the Refuge, providing support where necessary to reduce risk of return.
- Provide Case Management support to clients of JSS Youth Services.

Organisational Context/Relationship:

The position of Refuge Case Manager reports directly to the Youth Services Manager.

Internal Liaison:

- CEO
- Client Services Manager
- Youth Services Manager
- Continued Care Services Manager
- Continued Care Operations Manager
- Continued Care Program Managers



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- ICMS Case Manager
- Transitions Case Manager
- House Supervisor
- Residential Care Workers
- Other staff members and Managers
- Service Users

External Liaison:

- Local, State & Federal Government Departments
- Community Service Organisations
- Community Groups and Networks
- Statutory Authorities
- General Public

Key Responsibilities:

Service Delivery:

- Respond to youth within 48 hours if referral/entry to the Youth Refuge, in an attempt to have youth remain or return to the family home.
- Undertake comprehensive needs assessments by utilising a variety of tools that take various aspects into consideration; for example, social functioning, life skill ability, emotional; status.
- Make relevant referrals to service providers based upon identified needs, as per the assessments undertaken.
- Provide practical support to voluntary clients in the Refuge where no other services are available.
- Work collaboratively with Refuge staff and participate in case planning meetings to provide specialist advice on the current abilities of young people, assisting with the creation of relevant and appropriate goals.
- Assist youth with the development of conflict resolution skills, that these skills can be utilised to prevent family breakdown.
- Undertake mediation between youths and their families to assist with the resolution of family conflict.
- Undertake case management practices, including follow up support after the youth have left the refuge, ensuring they receive the immediate response they require.
- Create strong linkages with professionals in the youth homelessness sector and other service providers, advocating for clients whenever necessary.



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The Organisation:

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- Implement Junction Support Services' aims and objectives through competent work practices.
 - 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, and response to 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.
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- Individually contribute to ensure effective communication occurs within the organisation.

Administration:

- Maintain administrative requirements of the program including confidential client records/files, reports, reviews and data collection processes.
- Collate data and provide written reports as requested and required.

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 PDF and encourage the training and professional development of others.
- Ensure 100% compliance with all aspects of the PDF, both individually and across operational teams.

Other:

- Participate in Junction Support Services' after hours on-call roster, after 3 months of employment with the agency.
- Participate in relevant meetings as directed.
- Other duties as required by the organisation.

Benefits:

- 5 weeks annual leave pro rata
- 17.5% leave loading on 4 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)



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- 50 hours or \$500 pro rata (whichever occurs first) to contribute to relevant non mandatory and professional development training costs
- The support of regular internal supervision
- Access to Professional/Clinical Debriefing for critical incidents experienced in relation to work
- 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
- Reimbursement for HEP A/B and flu vaccinations
- A supportive environment that includes comprehensive induction and assistance with professional development
- Access to agency vehicle for work related travel.

Selection Criteria:

1. A relevant tertiary qualification such as Social Work, Psychology, Behavioural Science, Social Science and a minimum of 2 year case management experience.
2. Experience in the support and service delivery to youth with challenging behaviours, who have experienced trauma, abuse and neglect.
3. Experience providing restorative practice to clients who are in crisis.
4. The ability to undertake thorough and comprehensive assessments on client needs and circumstances and make recommendations based upon those assessments.
5. Demonstrated commitment to JSS values.

Conditions of Employment:

This position is full time, fixed term to 2nd August 2019, worked at 76 hours per fortnight and located 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 14 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 commence after 3 months of employment in the role and will be on a roster basis.

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.



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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.

