

23 November 2020

Dear Applicant,

*Casual Residential Care Workers – Wodonga and Wangaratta*

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.

In order for your application to progress you must provide evidence of holding a current Employee Working with Children's Card or evidence of application.

For further information regarding your application, the position or the organisation, please do not hesitate to contact People & Culture Officer, Amarly McMahon on 0459 032 893 or 02 6043 7400.

Yours sincerely,

*Amarly McMahon*

Amarly McMahon  
People & Culture Officer  
Junction Support Services



Excellence in  
Health, Education & Disability



Employer of Choice



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### Position Description

<b>Program:</b>	Continued Care Services
<b>Position Title:</b>	Residential Care Worker
<b>Version No:</b>	01
<b>Probation Period:</b>	NA
<b>Location:</b>	Wangaratta/Wodonga
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Classification:</b>	Social and Community Services Employee. Level and Paypoint dependent on qualification and experience
<b>Hours Worked:</b>	Casual employment worked on a shift basis (including sleepovers/stand up's), across all Residential units as required.
<b>Reports To:</b>	Continued Care Program Manager
<b>Prepared By:</b>	People & Culture Officer
<b>Date Approved/Updated:</b>	28 August 2020

Junction Support Services (JSS) is committed to social change and has been working to reduce poverty and homelessness in communities in the 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.

#### 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

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 service areas.

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

Junction Support Services manages seven residential houses. All houses are staffed on a shift work basis, 24 hours a day, 7 days a week. Six houses are situated in Wodonga and one is situated in Wangaratta, as follows:

- The six High Support Residential Houses 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.

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

## Position Objective:

1. Support all young people in achieving their individual Care and Placement Plan/Support Plan goals.
2. Provide a safe, caring and secure residential living environment for young people.
3. Role model appropriate and acceptable behaviour for young people at all times.
4. Collaborate with and contribute to the Continued Care Team.

### Organisation Context/Relationship:

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

#### Internal Liaison:

- CEO
- Client Services Manager
- Continued Care Services Manager
- Continued Care Program Manager
- House Supervisors
- Residential Care Workers
- Integrated Residential Support Workers
- House Coordinators
- Specialist Adolescent Support Manager and Team Leaders
- ICMS/TCP 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 Responsibility:

#### Service Delivery:

- Provide a safe, caring and supportive environment that promotes and builds on each young person's 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 young people and their families acknowledge their rights, is confidential, and remains professional at all times in order to maintain boundaries.
- Act as a role model for appropriate and acceptable behaviours for residents.
- Identify and respond appropriately to challenging behaviours and situations.

- Assist with implementing the day-to-day care arrangements in accordance with young people's Individual Care and Placement Plans/Support Plan goals.
- Participate in social/educational activities and programs that meet young people's physical, cognitive, emotional, and social developmental needs, including independent living skills.
- Promote positive relationships between residents and their families.
- Encourage young people's participation in the management of their support and accommodation.
- Encourage young people's participation, as an integral part of the house team, in the planning, management and maintenance of the house and gardens.
- Act as an advocate on behalf of residents where appropriate.
- Work within the Continued Care Model, utilising the Therapeutic Crisis Intervention component of this model to manage young people's behaviour.
- Collaborate with Continued Care team members to achieve positive outcomes for young people.
- Use active listening, validation and problem solving to support adolescents make positive decisions in their life.

### Key Challenges

Junction Support Services 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 Junction Support Services' code of conduct. Breaches in the code of conduct may result in termination.



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### **The Organisation:**

- Understand and implementation Junction Support Services' aims and objectives through competent work practices.
- Comply with Junction Support Services' policies and procedures, and with funding guidelines.
- 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.
- Provide feedback on organisation policies.
- 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 supervision
- Actively participate in the Performance Development Framework (PDF);
- Participate in training and professional development as identified through the Performance Development System.
- Complete mid-year and end of year reviews by the timelines determined in the Performance Development Policy.

### **Administration:**

- Maintenance of administrative requirements of the Houses/Youth Refuge, including record keeping (e.g. client services information, communication book, confidential client files), reports and data collection processes
- Attend support plan meetings and professional meetings as required.
- Participate in internal service evaluations.

- Participate and contribute in regular team meetings when requested by the House Supervisor or Program Manager

#### Other:

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

#### Selection Criteria:

1. A relevant qualification, such as a Certificate III in Community Services, Disability, or Individual Support, is desirable but not essential. Applicants undertaking study in the Community Services sector would be looked upon favourably.
2. Previous experience in a similar field is desired, but not essential.
3. A demonstrated positive 'can do' attitude and strong teamwork skills.
4. Flexible availability and the ability to work across a 24/7 rotating roster, is essential.
5. Strong written and verbal communication skills.
6. A current unrestricted drivers licence, a Victorian Working with Children's Check and a current Senior First Aid certificate (or the ability to obtain one prior to engagement), are essential.

#### Benefits

- 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 relevant non mandatory and professional development training costs
- The support of regular internal supervision and Access to Professional/Clinical Debriefing for critical incidents experienced in relation to work
- Access to an Employee Assistants Program
- 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 weeks 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:**

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 is obtained prior to employment. A refresher course will also be required to be undertaken every 3 years in order for employment to continue.

All applicants will have to part take in a Nation Police Check prior to a formal offer of employment being made.

The salary for this position is classified under the Social, Community, Home Care and Disability Services Industry Award 2010, as Social and Community Services Employees, to Paypoint bands determined on skills 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.

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 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 **10.00 am Friday 27 November 2020** in an envelope marked CONFIDENTIAL and addressed to:

Amarly McMahon  
People & Culture Officer  
Junction Support Services  
PO Box 1490  
Wodonga VIC 3689

Alternatively, emailed to:

[recruitment@junction.org.au](mailto:recruitment@junction.org.au)

For further information regarding details about the position, please contact the People & Culture Officer, Amarly McMahon on 02 6043 7400 or 0459 032 893.

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 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.

**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: .....

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

Internet

Newspaper