

8 January 2021

Dear Applicant,

Children's Specialist Worker

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 People & Culture Officer, Brittany Pearson on 02 6043 7400 or 0429 569 312.

Yours sincerely,

Amarly C. McMahon

Amarly McMahon
People & Culture Officer
Junction Support Services

Position Description

Document Control

Program:	Family and Children's Specialist Support Services
Position Title:	<i>Children's Specialist Worker</i>
Version No:	05
Probationary Period:	6 Months from commencement date
Location:	JSS Wodonga
Award:	Social, Community, Home Care and Disability Award 2010 (Vic)
Classification:	Social and Community Services Employee, Level 6, Paypoint 1-3
Hours of Work:	Part time at 45 hours per fortnight, between Monday – Friday 9:00am to 5:00pm.
Tenure:	ongoing
Reports To:	Family and Children's Services Team Leader
Prepared By:	People & Culture Officer
Date Approved/Updated:	8 January 2021

Junction Support Services 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.

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



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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.

The Homeless Children's Specialist Support Service is a Victorian homelessness initiative of the Department of Health & Human Services. The service is a specialist support response to children who have experienced homelessness and family violence, with a focus on early intervention and engagement with education.

The Homeless Children's Specialist Support Services incorporates a suite of four support responses to children and families (where the child is the primary client), including: assessment and case planning support, enhanced case management support, therapeutic group work and individual counselling.

The service provides support to children and families who are receiving case management support from Specialist Homelessness Services including youth specific services, generalist family services, family violence services and cross target services.

Junction Support Services' Homeless Children's Specialist Support Service model adopts a framework of an early intervention approach to case management using a family orientated, child-focussed approach. The service model involves collaborative work with other agencies and referring workers. Co-Case Management and shared co-facilitation of groups are features of the service.

Children's Specialist Worker:

The Children's Specialist Worker is responsible for effective functioning of the first two support levels and referring children into the third and fourth support levels. This involves direct communication and assistance to case managers of referring agencies, providing enhanced case management directly to children according to their unique needs and understanding when to utilise the resources of the team; that is, the Children's Counsellor.



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Services Objective:

1. To provide a flexible response to improve the support outcomes (including improved engagement with education) for children accessing the homelessness and family violence service system, thereby decreasing the impact of trauma on both their immediate and long term social, emotional and physical wellbeing;
2. To reduce the stress on parents by assisting them to resolve the support issues of their children, enhancing their capacity to resolve their own support issues;
3. To enhance the understanding and capacity of the homelessness and family violence service sector to respond appropriately to the support needs of children who are experiencing homelessness, within a systematic, family-orientated framework;
4. To improve access to specialist and mainstream support resources for children and families experiencing homelessness and family violence; and
5. To increase inter-service collaboration and communication, making the best use of resources available to improve the outcomes for children and families in the homelessness service system.

Position Objective:

1. Provide specialist assistance to case managers within the homelessness sector to increase their skills and confidence in adopting family orientated case management practices, the overall goal being to reduce the need for specialist support.
2. Ensure that the best interests of the child are being fully assessed and planned for through family orientated case management practices and appropriate use of the four support responses (steams) available.
3. Provide an enhanced case management service directly to children with significant needs who require intensive support.
4. To utilise the resources, and work collaboratively with those within the Families and Children's Specialist Support Services team; ensuring the best outcomes for children through continual communication and professional development.
5. To work under the Homeless Children's Specialist Support Services model as identified by JSS.

Organisational Context/Relationship:

The Children's Specialist Workers report directly to the Family and Children's Services Manager.

Internal Liaison:

- CEO
- Client Services Manager
- Family and Children's Services Manager
- Family and Children's Services Team Leader
- Children's Counsellors
- Other Children's Specialist Workers
- Other staff members and service users

External Liaison:

- Local Government, State & Federal Government Departments
- Education Providers
- Other Homelessness Service providers
- Community Service Organisations
- Community Groups
- Statutory Authorities
- Health Providers
- General Public

Key Responsibilities:

Service Delivery per Support Response Levels:

Stream 1: Assessment and Case Planning Support

- Conduct a comprehensive assessment (including risk assessment) of the child and family, utilising a family orientated approach.
- Work collaboratively with the child, family and referring case manager to develop a flexible and responsive case plan for the child.
- Up skill case managers accessing the service by providing specialist secondary consultation, delivery of education and building their knowledge of trauma informed strategies for working with children

Stream 2: Enhanced Case Management Support

- Provide an enhanced case management service directly to children with significant and complex needs
- Encourage the participation of both the child and family in achieving the case plan goals identified for the child and provide practical support and assistance.

- Maintain collaborative case management practices when operating within Stream 2, continuing communication and working with the referring agencies case manager and making referrals when necessary to other services.
- Regularly monitor and review case plans throughout the support period, ensuring that goals remain current and barriers are addressed.
- Develop exit plans for each child and conduct follow up when deemed necessary, assisting the child's transition from the service.

Stream 3 & 4 : Therapeutic Group Work

- Ensure that comprehensive assessment (including risk assessment) and case planning has been performed by the referring case manager or has occurred within the other streams prior to commencement of group work or individual counselling (stream 3 & 4).
- Provide assistance during group work activities, as directed by the Children's Counsellor (stream 3 only).
- Assist the Children's Counsellor with other group work activities as required; in particular, regular communication with the parents of the children attending group work, as well as with the referring agency (stream 3 only).

Service Delivery:

- Support the services overall goals and objectives through collaborative planning and action with the Families and Children's Specialist Support Services team – located across Wodonga & Wangaratta.
- Contribute to the growth and development of the service through continued feedback and suggestion to the Team Leader and Service Manager regarding methods and tools employed.
- Ensure that work conducted utilising acceptable industry tools, best practices and frameworks and in accordance with any stipulated JSS guidelines.
- Assist in the development of and maintain communication strategies with referring agencies, so no overlap of services exists between agencies and service efficiency is maintained.
- Ensure a solid understanding of the differences between streams is developed for effective use of the service model.
- With the consent of the family, make referrals to the Children's Counsellor for individual therapy when considered appropriate to do so.
- Ensure to liaise with the Children's Counsellors or other external agencies for specialist advice when necessary or appropriate, enhancing the outcomes for children and their families.

- Respect and protect the confidentiality of children and their parents within the boundaries of an informed consent contract with each client.
- Practice within the relevant Codes of Ethics – internal and external to the organisation.
- When appropriate and relevant, support and advocate for the children and/or their parents.
- Promote a safe environment for children and their families.

The Organisation:

- 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 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.
- Individually contribute to effective communication and team building principles 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 PDF
- Ensure 100% compliance with all aspects of the PDS

Administration:

- Undertake and maintain administrative requirements of the program including confidential client records and data collection processes.
- Document activities, programs developed, and evaluations undertaken.

Other:

- Participate in meetings, such as network meetings, as directed by the Family and Children's Services Manager.
- Other duties as required by the organisation.

Selection Criteria:

1. A relevant tertiary qualification such as Social Work or Social Science, and relevant experience to this role.
2. Proven experience working with children and/or families, specifically those who are experiencing homelessness, , family violence and complex trauma.
3. A solid understanding of the Case Management Framework and how this would be used from a family orientated approach, where the child is the primary client.
4. An understanding of the developmental needs of children and how to prioritise these needs in order to choose an appropriate level of support.
5. Experience in increasing the skills and knowledge of others

Benefits:

- 5 weeks annual leave per annum
- 17.5% leave loading on 4 of the 5 weeks annual leave per annum
- 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
- Access to Professional/Clinical Debriefing for critical incidents experienced in relation to work
- Access to our Employee Assistance 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
- Access to agency vehicles for all work-related travel



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Conditions of Employment:

This position is ongoing dependant on funding and worked at 45 hours per fortnight and is based in Wodonga, with frequent travel to other townships including Wangaratta and Benalla. The service is operational Monday to Friday, between 9:00am to 5.00pm. The position will require some work to be undertaken outside or normal working hours, but any extra hours worked will be accrued as Time in Lieu. There is no paid overtime.

The salary for these positions is classified under the Social, Community, Home Care and Disability Services (Victoria) Award 2010 as Social and Community Services Employee Level 6, Paypoint 1-3. The year 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 the organisations Enterprise Agreement.

A maximum accrual of seven (7) 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.

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

Each 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, and proof of qualifications.

Each 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 driver's licence whilst employed with the agency.

In the event of an internal application, 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 by **10.00 am Friday 22 January 2021** and emailed to:

recruitment@junction.org.au

Alternatively, sent to:

Brittany Pearson
People & Culture Officer
Junction Support Services
PO Box 1490
Wodonga VIC 3689

For further information regarding details about the position, please contact the People & Culture Officer, Brittany Pearson on 02 6043 7439.

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:

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Reference Checks

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

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

1. Name: Phone Number:
Organisation:
Relationship:
(eg, supervisor, manager, lecturer)

2. Name: Phone Number:
Organisation:
Relationship:

3. Name: Phone Number:
Organisation:
Relationship:

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

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

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

Applicant's Signature: Date:

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

Internet

Newspaper