

8 January 2021

Dear Applicant,

Navigator Counsellor

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

| Document Control | |
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| Program: | Families and Children's Specialist Services |
| Position Title: | Navigator Counsellor |
| Version No#: | 01 |
| Probationary Period: | 6 months from commencement date |
| Location: | Junction Support Services, Outreach Ovens Murray Area |
| Award: | Social, Community, Home Care and Disability Services Award 2010 (Victoria) |
| Classification: | Social and Community Services Employee Level 6, Paypoint 1- 3 <i>(paypoint dependent upon qualifications and/or experience)</i> |
| Hours of Work: | Monday to Friday worked between 9:00am – 5:00pm at 45 hours per fortnight. |
| Tenure: | 30 September 2022 |
| Reports To: | Families Program Manager |
| Prepared By: | People & Culture Officer |
| Date Updated/Approved: | 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 Navigator program is funded by the Department of Education and Training (DET). It currently operates across fourteen Victorian Government Areas and is due to be extended across the state by the commencement of Term 1 of 2021. Junction Support Services delivers the program in the Ovens Murray area. The Navigator program provides advocacy and support to young people, assisting them to re-engage with education after extended periods of disengagement. The program also assists in building the capacity of school communities to create positive and safe environments. A Navigator Counsellor will be joining the Ovens Murray Navigator Program to further assist young people re-engage with education.

The **Navigator Counsellor** is primarily responsible for providing therapeutic support to young people aged 12-17 years, who have been referred to the Navigator Program in the Ovens and Murray area. The Navigator Counsellor will provide therapeutic interventions using various modalities including; individual and group work. While the role is young person focused, this service adopts a family orientated approach, at times requiring close work with the adolescent's family to encourage their engagement in relation to the young person's needs.

This role operates largely on an outreach basis. However, it is still office based and therefore works closely alongside all of the Families and Children's Specialist Services and Navigator team members. All young people accessing the service will require a comprehensive assessment to be undertaken to determine individual therapeutic needs.

Position Objectives:

1. To provide therapeutic services to adolescents who are accessing the Navigator Program, leading to improved immediate and long-term emotional wellbeing.



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2. To provide tailored and flexible interventions to improve outcomes for adolescents accessing counselling services, thereby supporting their self-determination and re-engagement.
3. To provide support and advice about the adolescents specific needs to education providers, case managers and/caregivers, so they can respond in an appropriate and effective way to those needs.
4. Promote a safe environment for adolescents and their families.

Organisational context/Relationship:

The Navigator Counsellor reports directly to the Families Program Manager.

Internal Liaison:

- CEO
- Client Services Manager
- Families and Children's Specialist Services Manager
- Families Program Manager
- Specialist Adolescence Service Manager
- Education Program Manager
- Navigator Intake Worker
- Navigator Case Manager
- Children's Counsellors
- Case Managers
- Other staff members and service users

External Liaison:

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

Key Responsibilities:

Service Delivery:

- Provide therapeutic support and counselling to adolescents aged 12-17years who have been referred to the Ovens Murray Navigator Program utilising a strengths based, trauma informed care approach.
- Conduct comprehensive assessments of adolescents and their families to determine their individual needs and goals regarding counselling.



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- Provide assertive outreach in order to engage adolescents with the support service.
- Build rapport with adolescents and families in order to facilitate and coordinate an effective service.
- Develop and deliver therapeutic group work to adolescents using a variety of approaches, depending on identified needs.
- Provide flexibility in service delivery and the therapeutic interventions used, depending upon the perceived need of the adolescent.
- Provide recommendations to caregivers and teachers regarding specific strategies to support the behavioural, emotional and social needs of adolescents.
- Liaise and consult with internal Case Managers and external service providers where relevant and appropriate to enhance outcomes for adolescents and their families.
- Maintain accurate documentation of client activity, including case files and reporting data.
- Develop and maintain professional relationships with key stakeholders, preserving important professional networks.
- Implement and operate under a Strengths Based and Best Interest Principles approach, demonstrated through program design and service delivery with clients.
- Ensure that the young person's rights and confidentiality are maintained within all work practices.
- Ensure services are culturally competent and meet, for example, the cultural needs of Aboriginal and CALD clients.
- Participate in risk assessment practices to ensure the safety and wellbeing of clients.
- Practice within the relevant Codes of Ethics – internal and external to the organisation.

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.
- Contribute to team building principles.

- Actively participate in supervision.
- Individually contribute to the effective communications within the organisation.

Administration:

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

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 PDF.

Other:

- Attend and participate in network meetings and other meetings as directed by the Families and Children's Specialist Services Manager.
- Other duties as required by the organisation.

Selection Criteria:

1. A relevant tertiary qualification such as Social Work, Psychology, Social Science, or Counselling and relevant experience to this role.
2. Experience counselling/providing therapeutic support to children, adolescents and/or families
3. Demonstrated knowledge of barriers related to school engagement.
4. The ability to connect with complex adolescents and engage them in the therapy process.
5. An understanding of the developmental needs of children and adolescents, with an ability to apply this knowledge effectively when providing therapy (individually or as group work).

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 per annum (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.
- Access to JSS' Employee Assistance Program
- Ability to take all personal leave days as careers leave.
- The potential to take leave without pay and unpaid 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.
- Access to agency vehicles for all work-related travel.

Conditions of Employment:

This position is part time, fixed term to 30 September 2022 and to be worked at 45 hours per fortnight. The service is operational between the hours of Monday to Friday – 9:00am to 5:00pm and can be worked from our Wangaratta office as negotiated with the Families and Children's Specialist Services Manager. The position will require some work to be undertaken outside of normal working hours. There is no paid overtime, but any additional hours worked will be accrued as Time in Lieu.

The salary for this position is classified under Social, Community, Home Care and Disability Services Award 2010 (Victoria) as Social Worker 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 Junction Support Services' Enterprise Agreement.

A maximum accrual of ten (10) 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.

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, and proof of qualifications.

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.



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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:

Junction Support Services is a child safe organisation and is proud to be an equal opportunity employer.



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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