

8 January 2021

Dear Applicant,

Navigator Intake 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:	Specialist Adolescent Services (SAS)
Position Title:	Navigator Intake Worker
Version No:	01
Probationary Period:	6 Months from commencement date
Location:	JSS Wodonga
Award:	Social, Community, Home Care and Disability Services Award 2010 (Victoria)
Classification:	Social and Community Services Employees, Level 5, Paypoint 1-3 (<i>paypoint depended upon qualifications and/or experience</i>)
Hours of Work:	Monday to Friday, between 9:00am – 5:00pm, at 45 hours per fortnight
Tenure:	Fixed term to 30 th September 2022
Reports To:	Education Programs 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.

The **Navigator Intake Worker** position will be responsible for providing assistance and support to young people on the Navigator waiting lists. The Navigator Intake Worker will also be responsible for ensuring that adequate processes are in place to provide efficient and effective service delivery to young people who are yet to access Navigator Case Management.

Position Objectives:

1. To adequately assess the immediate needs of the young person and their care givers at time of referral.
2. To provide brief intervention to young people who are eligible for the Navigator Program, but cannot access case management at this time.
3. Assist in establishing and strengthening links and referral pathways between schools, community service organisations and other supports to optimise the re-engagement of disengaged young people into education.
4. Provide individualised support which is tailored to the young person's needs.



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5. To coordinate referrals to relevant service providers where appropriate.

Organisational Context/Relationship:

The Navigator Intake Worker reports directly to the Education Program Manager.

Internal Liaison:

- CEO
- Client Services Manager
- Specialist Adolescent Services Manager
- Education Program Manager
- Specialist Adolescent Services Team Leader
- Navigator Case Managers
- People and Culture Team
- Other Managers and Staff Members
- Service Users

External Liaison:

- Local, State & Federal Government Departments
- Schools located in Ovens Murray
- Wodonga and Benalla Flexible Learning Centres
- Choice Learning
- Community Service Organisations
- Community Groups & Networks
- Statutory Authorities
- General Public

Key Responsibilities:

Service Delivery:

- Conduct a thorough needs assessment for all individuals at referral, ensuring accuracy of information.
- In consultation with other service providers, identify the individuals immediate needs and assess any risks.
- Encourage the young person's participation in tasks documented in their re-engagement plan (if developed).
- Provide practical support to young people in areas of need where no other services are available.
- Respond to all enquiries and referrals efficiently and effectively.

- In consultation with other service providers, identify the individual's immediate needs and assess any risks. Provide information on a range of services available for the client depending upon their particular needs; making appropriate referrals where relevant
- Coordinate any referrals for the young person where Case Management intervention has not been required or cannot be provided.
- Coordinate waiting lists; ensuring regular communication is maintained with the young person.
- Undertake case work tasks with the young person whilst waiting for Case Management support.
- Maintain accurate documentation of client activity, including case files and reporting data.
- Maintain the administrative requirements of the program including confidential client records/case notes, reports, government mandatory data collection and other data collection processes.
- 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.
- Participate in professional meetings relevant to the program.
- Ensure services are culturally competent and meet, for example, the cultural needs of Aboriginal and CALD clients.
- Monitor and review the overall intake and assessment process to ensure the best possible service is being provided.

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, DET, DHHS 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.
- Individually contribute to ensure effective communication occurs within the organisation.



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Administration:

- Maintain administrative requirements of the program including confidential client records/case notes, reports, government mandatory data collection and other data collection processes.
- Provide written reports as required – for example, client file notes.

Performance Development:

- Actively participate in Supervision, provided by the Education Program Manager, fortnightly when on probation and monthly thereafter.
- 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 meetings as directed by the Education Program Manager and Specialist Adolescent Services Manager.
- Other duties as required by the organisation.

Selection Criteria

1. A relevant tertiary qualification such as a Bachelor of Social Work, Behavioural Science or a relevant degree and/or proven relevant experience to the role.
2. The ability to undertake adequate needs assessments with clients.
3. Demonstrated knowledge of barriers related to school engagement.
4. Highly developed communication, networking and interpersonal skills, including the ability to liaise effectively with a wide range of people within the education community and youth services sector.

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)
- 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



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- 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:

The Navigator Intake Worker position is part time, fixed term to 30 September 2022 and to be worked at 45 hours per fortnight, based primarily at Junction Support Services Wodonga. The service is operational between the hours of Monday to Friday – 9:00am to 5:00pm, as negotiated with the Specialist Adolescent 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.

This position is classified under the Social, Community, Home Care and Disability Services Award 2010, as Social and Community Services Employee, Level 5, 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 (2017).

A maximum accrual of fourteen (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.

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.

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.



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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.



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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