

19 September 2022

Dear Applicant,

***Intake & Assessment 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,

*Brittany Pearson*

Brittany Pearson  
People & Culture Officer  
Junction Support Services



Excellence in  
Health, Education & Disability



Employer of Choice



We acknowledge the support of the  
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### **Position Description**

#### **Document Control**

<b>Program:</b>	Homelessness and Specialist Youth Services
<b>Position Title:</b>	<i>Intake &amp; Assessment Worker</i>
<b>Version No:</b>	08
<b>Probationary Period:</b>	6 Months from commencement date
<b>Location:</b>	Junction Wodonga office
<b>Award:</b>	Social, Community, Home Care and Disability Services Award 2010(Victoria)
<b>Classification:</b>	Social and Community Services Employee Level 5, Paypoint 1-3 ( <i>paypoint dependent upon qualification and/or experience</i> )
<b>Hours of Work:</b>	Monday to Friday, between 9:00am – 5:00pm, worked at 76 hours per fortnight
<b>Tenure:</b>	Fixed Term to 2 June 2023
<b>Reports To:</b>	Homelessness Team Manager
<b>Prepared By:</b>	Homelessness and Specialist Youth Services, Service Manager
<b>Date Approved/Updated:</b>	24/02/2022

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



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- 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 our service areas.

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

The Intake and Assessment Worker coordinates the intake and assessment process for the organisation, offering a flexible response in meeting the needs of children, young people, single adults and families looking to access JSS' programs. This includes operating within the Opening Doors Guidelines, in close partnership with Beyond Housing.

The core purpose of this role is to provide a visible and accessible entry into JSS' programs, through increased understanding, efficient response and assessment of all individuals presenting needs, and ensuring that individuals and external services are effectively directed to the appropriate service. The Intake and Assessment Worker will also be responsible for ensuring that adequate processes are in place to provide efficient and effective service delivery.

### **Position Objectives:**

1. To adequately assess the immediate needs of the individuals at time of intake, including their eligibility to access the programs.
2. To enhance individuals' access and understanding of personal and community resources, encouraging use of the services.
3. To provide a timely service, maintaining regular contact, to consumers, whilst effectively communicating their needs to Case Managers.

4. To provide an interim response to individuals who are eligible for support, but cannot access case management at this time.
5. To coordinate referrals to relevant service providers where appropriate.

***Organisational Context/Relationship:***

The position of Intake and Assessment Worker reports directly to the Homelessness Team Manager.

***Internal Liaison:***

- CEO
- Chief Operations Officer
- General Manager
- Homelessness and Specialist Youth Services Manager
- Family and Children's Services Manager
- Homelessness Team Manager Leader
- Family Services Team Manager
- Children's Services Team Manager
- Specialist Youth Team Manager
- People & Culture Team
- Other staff members and Managers
- Service Users

***External Liaison:***

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

***Key Responsibilities:***

***Service Delivery:***

- Respond to all enquiries and referrals efficiently and effectively
- Assess all enquiries and referrals to ensure their eligibility for access to available programs
- Conduct a thorough needs assessment for all individuals at intake, ensuring accuracy of information
- In consultation with other service providers, identify the individuals 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 client where Case Management intervention has not been required or cannot be provided
- Complete housing applications as required, for individuals in need of affordable housing
- Act as an advocate for the client where appropriate to ensure support and encouragement are provided to the consumer wherever possible
- Coordinate waiting lists; ensuring regular communication is maintained with both the client and the referring person
- Undertake case work tasks with the client 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, particularly with Beyond Housing
- Maintain open communication channels with internal staff, external service providers and consumers
- Follow the Opening Doors Guidelines when performing the Intake process for clients that will be accessing Youth and Families Homelessness programs.
- 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.
- Take responsibility for input into the day-to-day operations of the organisation.
- Maintain the organisation's ideological framework of strength-based work practice and best practice principles.
- 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.
- Individually contribute to ensure effective communication and team building occurs within the organisation.
- Actively participate in supervision.
- Keep up to date with relevant developments, legislation and regulations.

***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
- Participate in relevant organisational meetings as required or directed e.g. staff and team meetings
- Provide written reports to the Homelessness and Specialist Youth Services Manager as required
- Other duties as required by the organisation

***Selection Criteria:***

1. A relevant tertiary qualification such as Bachelor of Social Work and/or proven relevant experience to the role.
2. The ability to undertake adequate needs assessments with clients.
3. Knowledge and understanding of the personal and social issues contributing to homelessness and family breakdown
4. Meticulous organisational skills with careful attention to detail
5. Demonstrated commitment to Junction Support Services values

**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 internal supervision
- Access to Professional/Clinical Debriefing for critical incidents experienced in relation to work
- Access to JSS' Employee Assistance Program (EAP)
- 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

**Conditions of Employment:**

This position is part time, fixed term to 2 June 2023 and to be worked at 76 hours per fortnight and is based in Wodonga. The service is operational Monday to Friday, 9:00am to 5.00pm. There is no paid overtime in this position, but any extra hours worked will be accrued as Time in Lieu.

The salary for the Intake & Assessment Worker is classified under Social, Community, Home Care and Disability Award 2010, as Social and Community Services Employee Level 5, Paypoint 1-3. Commencement level for this position is dependent upon qualifications and/or relevant experience. The terms and conditions of employment are in accordance with Junction Support Services' Enterprise Agreement.

A maximum accrual of fourteen (14) 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 (pro rata for part time employees) 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, registration with the Department of Human Services, 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, a current Drivers Licence must be held whilst employed by the agency.

#### **Application Procedure:**

Junction Support Services does not bind itself to make any appointment whatsoever from applications received.

Applications must include:

- A covering letter;
- 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 **10am, Monday 3<sup>rd</sup> October 2022** and emailed to:

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

send to:

Brittany Pearson  
People & Culture Officer

For further information regarding details about the position, please contact the People & Culture Officer, Brittany Pearson on 02 6043 7400 or 0429 569 312.

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's 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: .....

**Note: This completed form must be attached to your application.**