

22 November 2022

Dear Applicant,

***Family Coach – Early Help Family Services Program***

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

### Document Control

<b>Program:</b>	Families and Children's Specialist Services
<b>Position Title:</b>	<i>Family Coach – Early Help Family Services Program</i>
<b>Version No#:</b>	01
<b>Probationary Period:</b>	6 months from commencement date
<b>Location:</b>	Junction Support Services Wodonga
<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 <i>(paypoint dependent upon qualifications and/or experience)</i>
<b>Hours of Work:</b>	Monday to Friday worked between 7:00am – 7:00pm
<b>Tenure:</b>	Fixed term 30 <sup>th</sup> June 2023
<b>Position/s:</b>	2 positions available (1 x 45 hours per fortnight) (1 x 76 hours per fortnight)
<b>Reports To:</b>	Senior Worker & Brief Intervention Specialist
<b>Prepared By:</b>	People & Culture Officer
<b>Date Updated/Approved:</b>	5/5/2022

Junction Support Services (JSS) 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.

### Our Values

Everything we do is underpinned by our core values:

- Equity, Access & Diversity
- Innovation



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- Collaboration

Our values are embedded in our organisation and form the basis of our strategic and business planning, recruitment processes, training and leadership development.

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

The Ovens Murray Early Help Family Services program (EHFS) is a partnership between Junction, the Australian Childhood Foundation and universal services which delivers an integrated suite of services aimed at providing early help to families, supporting children's wellbeing, promoting parent-child attachment through individualised, flexible and therapeutic service delivery.

The Family Coach will form part of the Early Help Family Services team. The Family Coach will be responsible for providing early support for children aged 0-12 years and their families who present with emerging needs and vulnerabilities. Family Coaches will deliver a range of evidence based group work programs with parents and carers which build the skills and confidence of parents to manage the day to day demands of raising healthy and thriving children. Family Coaches will also provide individualised support to families and help connect them to the services they need. Each family will undergo an assessment of their needs to determine the level of support required.

The role will operate largely on an outreach basis and work closely with local universal services including schools, early years providers, councils and other service providers. The EHFS Program will be co-located between Junction and universal services. To enable the participation of families unable to receive a service during business hours, a flexible approach to service delivery is adopted. This involves family support being provided between the hours of 7am-7pm and inclusive of weekends (where required).

#### **Service Objectives:**

1. Improve the quality of parent child interactions.
2. Increase parental confidence and competence to respond positively to parenting challenges.
3. Increase awareness of parent's self-care.
4. Improve children's participation in MCH, kindergarten, and school.
5. Increase the social connection of parents e.g. participation in peer support groups.
6. Increase the confidence of universal staff to support families with emerging needs.

#### **Organisational context/Relationship:**

The Family Coach reports directly to the Senior Worker & Brief Intervention Specialist within the Families & Children's Services Team

#### *Internal Liaison:*



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- CEO
- Chief Operations Officer
- General Manager – Client Services
- Families and Children’s Specialist Services Manager
- Families Program Manager
- Children’s Specialist Services Team Leader
- Senior Worker & Brief Intervention Specialist
- Early Help team
- Counsellors
- Children’s Resource Coordinator
- Children’s Specialist Workers
- Families Case Managers
- Residential Care Workers
- Case Managers
- Other staff members and service users

*External Liaison:*

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

**Key Responsibilities:**

- Provide individualised short-term support and parent coaching to build parents confidence and capacity to respond positively to parenting challenges.
- Support families to navigate and connect to specialist services
- Facilitation of evidence based groups with parents to build their knowledge, skills, and confidence.
- Support families with their participation and connection to the community.
- Provide specialist advice and consultation to support universal services staff to build their capability and skills to support families accessing their service.
- Establish peer support groups for parents for the purpose of mutual support and to build social connection.

**Service Delivery:**

- Conduct functional family assessments of children and their families to determine their individual needs.
- Develop family action plans with mutually agreed and achievable goals.



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- Deliver evidence based parenting programs, such as Bringing up Great Kids, to families
- Participate in thorough and ongoing risk assessment practices to ensure the safety and wellbeing of clients.
- Provide outreach in order to engage children and families within universal services.
- Build rapport with children and families in order to facilitate and coordinate an effective service.
- Empower families to utilise their own strengths to address difficulties that are affecting their wellbeing or functioning.
- Develop and deliver evidence based group work programs to parents and universal service staff using a variety of approaches, depending on identified needs.
- Work collaboratively with the Family Therapist to support the family's participation in the therapy process.
- Foster positive connections for families in the community through peer support and innovative engagement and participation options.
- Provide recommendations to parents regarding specific strategies to support the behavioural, emotional and social needs of their children.
- Work collaboratively with the Families and Children's Specialist Services team to contribute to the growth and development of the program, whilst providing a service that improves the lives of children and families.
- Liaise and consult with internal Case Managers and external service providers where relevant and appropriate to enhance outcomes for young people and their families.
- Provide information on the range of services available to children and families within the community; making referrals as required.
- Liaise with other agencies and community groups and services on behalf of clients, acting as an advocate for children and their families when appropriate and relevant.
- Provide a responsive and tailored service to families, utilising the various streams available including family therapy
- Promote a safe environment for children and families.
- Practice within the relevant Codes of Ethics – internal and external to the organisation.
- Provide services that are culturally safe and strong and inclusive of people from diverse communities

#### 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 and weekly case allocation discussions
- Individually contribute to the effective communications within the organisation and with stakeholders.

#### **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 contribute to the statewide evaluation of the Early Help Family Services model.

#### **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.

#### **About You:**

1. A tertiary qualification in Early Years, Social work, Psychology or other related Behavioural Sciences at degree level or extensive relevant experience.
2. An understanding of the developmental needs of children, with an ability to apply this knowledge effectively when providing support to families (individually or as group work).
3. Highly developed communication skills and demonstrated ability to engage a range of people accessing the service and those in the community.
4. High level organisational skills, the ability to work autonomously and self-manage in the context of varied and complex competing priorities.
5. Demonstrated capacity to provide high level collaborative work practices with families, schools, Early Childhood Education Centres (ECEC) and other relevant service providers.

**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.
- Ability to take all personal leave days as carer's leave.
- The potential to take leave without pay and unpaid carer's 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:**

These positions are full time and part time fixed term until 30 June 2023 and to be worked at 45 or 76 hours per fortnight. The service is operational between the hours of Monday to Friday – 7:00am to 7:00pm. 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 the Social and Community Services (Victoria) Award 2000 as Social Worker level 5, Paypoint 1. 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 (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 is to be accrued without manager's approval.

Employer superannuation contributions will be paid to Health Employees Superannuation Trust Australia (HESTA) and 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.

### 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 questions;
- 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 **10.00AM, Tuesday 6 December 2022** and emailed to:

[recruitment@junction.org.au](mailto: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 Families & Children's Specialist Services Manager, Tahlia McCulloch on 02 6043 7400.

Applicants invited to attend an interview must bring to the interview their original certificate as proof of qualification.

*Junction Support Services is an equal employment opportunity employer.*



**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.*



## 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.**