

23 August 2023

Dear Applicant,

Residential Youth 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.

In order for your application to progress you must provide evidence of holding a current Employee Working with Children's Card or evidence of application.

For further information regarding your application, the position or the organisation, please do not hesitate to contact People & Culture Administration Officer, Anna Woodland 0459 032 893 or 02 6043 7400.

Yours sincerely,

Anna Woodland

Anna Woodland
People & Culture Administration Officer
Junction Support Services

Position Description

Program:	Continued Care Services
Position Title:	Residential Youth Workers
Version No:	06
Probation Period:	6 months from commencement
Location:	Wangaratta/Wodonga
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee, Level 2, Pay point 1-4 (Paypoint dependent on level of qualification and experience)
Hours Worked:	Part-time 64 hours per fortnight or casual worked on a shift work basis (including sleepover/stand-up's)
Tenure:	Permanent, Fixed term, and Casual Positions available.
Reports To:	Continued Care Team Manager
Prepared By:	People & Culture Administration Officer
Date Approved/Updated:	19 September 2023

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

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 service areas.

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

Junction Support Services manages seven residential units. All units are operated on a shift work basis, 24 hours a day, 7 days a week. The six units in Wodonga and one unit in Wangaratta are outlined as follows:

- The six High Support Residential Units provide medium to long term accommodation for adolescents aged 12 to 17 years who are on child protective orders through the Department of Families, Fairness, and Housing.
- The Wodonga Youth Refuge provides short term (six weeks) and emergency accommodation for adolescents aged 15 to 18 years who are homeless or at risk of homelessness.

Residential Youth Workers are required to collaborate and contribute with the entire team in assisting residents to achieve their goals, as determined through individual Care and Placement Plans. This requires that workers provide an appropriate response and level of assistance to residence needs, through ensuring that the day-to-day arrangements required to meet each resident's goals are carried out in a safe and secure living environment.

Position Objective:

1. Support all residents in achieving their individual Care and Placement Plan/Support Plan goals.
2. Provide a safe, caring and secure residential living environment for adolescents.
3. Role model appropriate and acceptable behaviour for residents at all times.
4. Collaborate with and contribute to the Continued Care Team.

Wodonga

155 Melbourne Road
PO Box 1490
Wodonga, Victoria, 3690

Wangaratta

9 Ely Street
PO Box 377
Wangaratta, Victoria, 3677

Shepparton

144 Welsford Street
Shepparton, Victoria, 3630

(02) 6043 7400

reception@junction.org.au

Organisation Context/Relationship:

The position of Residential Youth Worker reports directly to the Team Manager.

Internal Liaison:

- CEO
- Chief Operating Officer
- General Manager Client Services
- Continued Care Service Manager
- Continued Care Team Managers
- ICMS Service Case Managers
- Youth Refuge Case Manager
- Other Managers and staff members
- Service Users

External Liaison:

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

Key Responsibility:

Service Delivery:

- Provide a safe, caring and supportive environment that promotes and builds on each adolescents' strengths and well being, relevant to his/her individual needs, abilities, circumstances and culture.
- Participate in the maintenance of a clean and safe work environment, as per Occupational Health and Safety Standards and Guidelines.
- Ensure that support for adolescents and their families acknowledge their rights, is confidential, and remains professional at all times in order to maintain boundaries.
- Act as a role model for appropriate and acceptable behaviours for residents.
- Identify and respond appropriately to challenging behaviours and situations.
- Implement the day-to-day care arrangements in accordance with adolescents' individual Care and Placement Plans/Support Plan goals.
- Participate in social/educational activities and programs that meet adolescents' physical, cognitive, emotional and social developmental needs, including independent living skills.
- Promote positive relationships between residents and their families.

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- Encourage residents' participation in the management of their support and accommodation.
- Encourage adolescents' participation, as an integral part of the Unit team, in the planning, management and maintenance of the Unit and gardens.
- Act as an advocate on behalf of residents where appropriate.
- Work within the Continued Care Model, utilising the Therapeutic Crisis Intervention component of this model to manage residents' behaviour.
- Collaborate with Continued Care team members to achieve positive outcomes for residents.

The Organisation:

- Understand and implement Junction Support Services' aims and objectives through competent work practices.
- Comply with Junction Support Services' policies and procedures, and with funding guidelines.
- 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.
- Provide feedback on organisation policies.
- 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.

Performance Development:

- Actively participate in supervision
- Actively participate in the Performance Development Framework (PDF);
- Participate in training and professional development as identified through the Performance Development System.
- Complete mid year and end of year reviews by the timelines determined in the Performance Development Policy.

Administration:

- Maintain administrative requirements of the Units/Youth Refuge, including record keeping (e.g. client services information, communication book, confidential client files), reports and data collection processes
- Attend support plan meetings and professional meetings as required.
- Participate in internal and external service evaluations.
- Participate and contribute in regular team meetings.

Other:

- Complete shifts in any of the residential units managed by Junction Support Services, on a non-fixed roster system as directed by the organisation.
- Other duties as required.

Selection Criteria:

1. A relevant qualification such as Certificate IV in Youth Work, Welfare, or Community Services (See the attached appendix for further qualifications that meet our minimum requirements). Applicants undertaking study in the Community Services sector would be looked upon favorably.
2. Previous experience in a similar field is desired, but not essential.
3. A demonstrated positive 'can do' attitude and strong teamwork skills.
4. Flexible availability and the ability to work across a 24/7 rotating roster, is essential.
5. Strong written and verbal communication skills.
6. A current unrestricted drivers licence, a Victorian Working with Children's Check and a current Senior First Aid Certificate (or the ability to obtain one prior to engagement), are essential.
7. Willingness to undertake all mandatory training and professional development, as determined by the organisation.

Benefits

- 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 and Access to Professional/Clinical Debriefing for critical incidents experienced in relation to work
- Access to an Employee Assistants 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

Conditions of Employment:

These positions are part time, or casual to be worked on a non-fixed roster worked on a shift work basis at 64 hours per fortnight (part time positions) (including sleepover/stand-up). It is a mandatory requirement of this position that a Senior First Aid Certificate is obtained prior to employment. A refresher course will also be required to be undertaken every 3 years in order for employment to continue.

The salary for this position is classified under the Social, Community, Home Care and Disability Services Industry Award 2010, as Social and Community Services Employees, Level 2, Paypoint 1-4. The terms and conditions of employment are in accordance with Junction Support Services Enterprise Agreement (2017).

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

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 Junction Support Services.

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;

Applications can be emailed to:

recruitment@junction.org.au

Alternatively, sent to:

Anna Woodland
People & Culture Administration Officer
Junction Support Services
PO Box 1490
Wodonga VIC 3689

For further information regarding details about the position, please contact the People & Culture Administration Officer, Anna Woodland on 0459 032 893 or 02 6043 7400.

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 signed 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.

Appendix 2

Recognised qualifications

While there is a need to establish a consistent skillset for residential care, workers from diverse backgrounds bring knowledge and skills from other related disciplines that contribute to better outcomes for vulnerable children and young people.

Based on alignment with the competencies outlined in the *Residential Care Capability Framework*, the following qualifications are recognised as relevant to meeting the complex needs of young people in residential care. The preferred and recognised relevant qualifications include all superseded versions as identified through the Commonwealth Department of Education and Training (See www.training.gov.au).

Category	Qualification
Preferred qualification	<ul style="list-style-type: none"> • Certificate IV in Child, Youth and Family Intervention
Relevant qualifications	<ul style="list-style-type: none"> • A degree (or above) qualification (Australian Qualification Framework Level 7 and above) in the following fields of study: <ul style="list-style-type: none"> Community Services Youth Work Social Work Alcohol and Other Drugs Community Development Disability Youth Justice Mental Health Behavioural Sciences (inc. Psychology and Psychiatry) Education Human Services Nursing & Midwifery Allied Health • Diploma in Community Services • Diploma in Youth Work • Diploma in Mental Health • Diploma in Alcohol and Other Drugs • Diploma in Secure Services • Diploma in Child, Youth and Family Intervention • Diploma in Youth Justice • Diploma in Nursing • Certificate IV in Disability • Certificate IV in Mental Health • Certificate IV in Youth Work • Certificate IV in Alcohol and Other Drugs • Certificate IV in Youth Justice • Certificate IV in Community Services