

26 October 2023

Dear Applicant,

Residential Care Worker – ongoing & casual

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 the People & Culture Administration Officer, Debra on 0483 130 568.

Yours sincerely,

Debra Pace

Debra Pace
People & Culture Administration Officer
Junction Support Services

Position Description

Position Title:	Residential Care Youth Workers
Program:	Continued Care – Inner Gippsland
Version No:	01
Probation Period:	6 months from commencement
Location:	Inner Gippsland – Moe and Traralgon
Award:	Social, Community, Home Care and Disability Services Award 2010 (Victoria)
Classification:	Social and Community Services Employee, Level 2 (Paypoint dependent on level of qualification and experience)
Hours Worked:	Contracted hours can be negotiated, inclusive of days, afternoons and stand ups/sleep over shifts.
Tenure:	Ongoing and Casual positions available
Reports To:	Continued Care Team Manager
Prepared By:	General Manager – Client Services
Date Approved/Updated:	11 th April 2023

Junction is a not-for-profit organisation who has been changing lives since 1989. We support people within our whole community – from infants who are part of our supporting young parent’s program, to the children and adults who receive counselling for trauma such as family violence. From the young people we care for in our Residential Care houses, to the adults of all ages who we support in response to homelessness and family violence.

Our purpose and vision are communities without disadvantage through supporting individuals and families to achieve their full potential. Our values are embedded in all that we do. They form the basis of our strategic and business planning, recruitment processes, training and leadership development. These are inclusive of:

- Equity, Access & Diversity
- Innovation
- Collaboration

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 support our community and clients in a flexible, honest, fair and confidential manner.

Junction Support Services manages three Residential Care Houses, located in Moe and Traralgon. All houses are operated on a shift work basis, 24 hours a day, 7 days a week. The Residential Care houses provide medium to long-term accommodation for young people who are on child protective orders through the Department of Families Fairness and Housing (DFFH).

Residential Care Youth Workers contribute and collaborate with the entire team who are supporting a young person. This is to assist the young person in achieving their goals, as determined through individual Care and Placement Plans. This requires Residential Care Youth Workers to provide an appropriate response and level of assistance to each young person by ensuring that the day-to-day arrangements required to meet each young person's goals are carried out in a safe and secure living environment.

Position Objective:

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

Organisation Context/Relationship:

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

Internal Liaison:

- CEO
- Chief Operating Officer
- General Manager – Client Services
- Continued Care Services Manager – Inner Gippsland
- Continued Care Services Manager – Ovens Murray
- Continued Care Team Managers
- Residential Care Youth Workers
- Case Managers
- Other Team Managers
- Other staff members
- Service Users

External Liaison:

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

Key Responsibility:

Service Delivery:

- Provide a safe, caring and supportive environment that promotes and builds on each young person's strengths and well-being, relevant to their 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 young people and their families acknowledge their rights, is confidential, and remains professional at all times.
- Act as a role model for appropriate and acceptable behaviours for young people.
- Identify and respond appropriately to the needs of the young people being cared for.
- Implement the day-to-day care arrangements in accordance with the young people's Individual Care and Placement Plans and Support Plan goals.
- Participate in social and educational activities and programs that meet the young people's physical, cognitive, emotional and social developmental needs, including independent living skills.
- Promote positive relationships between the young people and their families.
- Encourage the young people's participation in the management of their support and accommodation.
- Encourage the young people's participation, as an integral part of the Residential Care house team, in the planning, management and maintenance of the house and the gardens.
- Act as an advocate on behalf of the young people where appropriate.
- Work within the Continued Care Model, utilising the Therapeutic Crisis Intervention component of this model to support and guide the young people's behaviour.

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

- Collaborate with Continued Care team members to achieve positive outcomes for young people.

The Agency:

- Understand and implement Junction's aims and objectives through competent work practices.
- Comply with Junction's policies and procedures, and with funding guidelines.
- Adhere to established protocols that exist between Junction 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 strengths-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 young people, including record keeping (e.g. client services information, communication book, confidential client files), reports and data collection processes.
- Ensure all relevant paperwork is completed in a timely manner, including Riskman Reports and CIMS reports.
- Attend, support and plan 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 Care houses managed by Junction, on a non-fixed roster system as directed by the organisation.
- Become Registered with DFFH under the Children Youth & Families Act 2005. Anyone in a Carers position is to be registered with DFFH to provide increased protection for children in out of home care.
- Register under the NDIS Worker Screening Check process.
- Other duties as required.

Selection Criteria:

1. Minimum qualification of Certificate IV in Youth Work, Welfare, or Community Services (See the attached appendix for further qualifications that meet our requirements).
2. Demonstrated understanding of Residential Care and the role of a Residential Care Youth Worker.
3. Demonstrated understanding of the developmental and therapeutic needs of young people who have experienced trauma and who require protective care.
4. Proven excellent written and oral communication skills, negotiation skills, conflict resolution and crisis management skills.
5. Demonstrated understanding of the core principles of Therapeutic Crisis Intervention and how they are implemented into practice
6. Ability to commit to a set roster working shifts across a 24/7 period and willing to work effectively as part of a team, to meet program goals and objectives.

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



Junction

Support Services

- 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:

Positions available are ongoing and casual. Contracted hours can be negotiated, inclusive of days, afternoons and stand ups/sleep over shifts. 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 Paypoint is dependent on the level of qualification and experience. 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.

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Application Procedure:

Junction 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 (including current employer/supervisor) who can provide comment on work performance

Applications can be emailed to:

recruitment@junction.org.au

Alternatively, sent to:

Debra Pace
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, Debra Pace, 0483 130 568.

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 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.

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. It is a mandatory requirement that you obtain a referee from 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:
Position:
Relationship to applicant:
(eg, supervisor, manager, lecturer)

2. Name: Phone Number:
Organisation:
Position:
Relationship to applicant:
(eg, supervisor, manager, lecturer)

3. Name: Phone Number:
Organisation:
Position:
Relationship to applicant:
(eg, supervisor, manager, lecturer)

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