

25 March 2024

Dear Applicant,

**Residential Care Senior Worker – Sale & Bairnsdale**

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 Team Manager, Amarly on 02 6043 7400.

Yours sincerely,



Amarly McMahon  
Occupational Health & Safety Officer  
Junction Support Services

## Position Description

<b>Position Title:</b>	<b>Residential Care Senior Worker</b>
<b>Program:</b>	Continued Care – Inner Gippsland
<b>Version No:</b>	01
<b>Probationary Period:</b>	6 Months from commencement date
<b>Location:</b>	Inner Gippsland – Sale & Bairnsdale
<b>Award:</b>	Social, Community, Home Care and Disability Services Award 2010 (Victoria)
<b>Classification:</b>	Social and Community Services Employees, Level 3 (Paypoint dependent upon qualification and experience)
<b>Hours of Work:</b>	64 - 76 hours per fortnight worked between Monday – Sunday
<b>Tenure:</b>	Ongoing
<b>Reports To:</b>	Continued Care Team Manager
<b>Date Approved/Updated:</b>	11 <sup>th</sup> April 2023

Junction is a not-for-profit organisation that 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.

The **Residential Care Senior Worker** will support the Team Manager to lead the residential care team in a collaborative way to ensure the provision of a high-quality service. They will assist the young people to achieve their goals and aspirations, as determined through their Individual Care and Placement Plans. The Residential Care Senior Worker will also foster strong relationships with other elements of the young person's support system.

The Residential Senior Worker will engage and support the team to ensure the implementation of day-to-day arrangements required to meet the needs, goals and aspirations of the young people. The Residential Care Senior Worker will be responsible for supporting the Team Manager with staff capacity building, role modelling the use of a strengths based, person-centred therapeutic approach, along with ensuring policies and procedures are adhered to.

### POSITION OBJECTIVES

1. Role model appropriate and acceptable behaviour for staff and young people at all times.
2. Provide a safe and secure residential living environment for young people who live within the Residential Care house.
3. Provide support to all staff to understand and implement all Care Plans for the young people.
4. Provide appropriate support and follow-up to staff and young people following incidents, ensuring all relevant parties are informed.
5. Take the lead role for all house-related matters in the absence of the Team Manager.

### ORGANISATIONAL CONTEXT/RELATIONSHIP

The position of Senior Worker reports directly to Residential Care Team Managers.

#### 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 RESPONSIBILITIES

### 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.
- Provide direct care to young people on a shift rotation basis.
- Ensure support for young people and their families acknowledging their rights and ensuring confidentiality and professionalism.
- Support and undertake staff capacity building, including providing support and training to new employees, casuals and shadow shifts. Ensuring that new staff are familiar with all functioning aspects of the Residential Care houses.
- Support staff to understand all individual support plans, including behaviour support plans if required.
- Act as a role model for appropriate and acceptable behaviours for all young people and staff.
- Identify and respond appropriately to the needs of the young people being cared for.
- Participate in the development of young people's Care and Placement Plans and Case Plans.
- Implement the day-to-day care arrangements in accordance with young people's Care and Placement Plans and policies and procedures.
- Participate in social and educational activities and programs that address young people's physical, cognitive, emotional and social developmental needs, including independent living skills.
- Promote positive relationships between young people and their families.
- Encourage young people's participation in the management of their support and accommodation.
- Encourage employee participation, as an integral part of the house in the planning, management and maintenance of the house and surrounds.
- Act as an advocate on behalf of young people and staff where appropriate.
- Ensure the maintenance of a clean and safe work environment, as per Occupational Health and Safety Standards and Guidelines.
- Provide a safe working environment, ensuring compliance with audit and shift requirements are completed and adhered to at all times.

### 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.
- Provide feedback on organisational policies.
- Maintain the organisation's ideological framework of strength-based work practice.
- Contribute to team building principles.
- Individually contribute to ensuring effective communication occurs within the organisation.
- Participate in annual performance appraisals.

**Administration:**

- Ensure administrative requirements of the house are maintained, including record keeping (e.g., client services information, communication book, confidential client files), reports and data collection processes.
- Ensure petty cash procedures are maintained.
- Identify and undertake training and professional development with direction from the Team Manager.
- Participate in internal and external service evaluations.
- Ensure all relevant paperwork is completed in a timely manner, including Riskman and CIMS Reports. Support staff to complete Riskman and CIMS entries after an incident.
- Participate, record and send completed minutes for all young people's Care Team meetings.

**Other:**

- Actively participate in supervision.
- 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.
- Participate in relevant meetings as directed.
- Complete shifts in any of the Residential Care houses managed by Junction, on a non-fixed roster system as directed by the organisation.
- Other duties as required.

## SELECTION CRITERIA

1. A relevant qualification such as a Certificate IV in Youth Work, Welfare, Disability or Community Services (See the attached appendix for further qualifications that meet our requirements).
2. Demonstrated understanding of the developmental and therapeutic needs of young people who have experienced complex trauma and who require protective care.
3. Demonstrated ability to build staff capacity and provide shift support and guidance.
4. Proven ability to work individually and as part of a team to motivate, support and communicate effectively with young people who are at risk of harm and/or exhibiting challenging behaviours.
5. Demonstrated ability to provide consistency for young people based on individual and group needs and abilities.
6. Proven excellent written and oral communication skills, negotiation skills, conflict resolution and crisis management skills.

## CONDITIONS OF EMPLOYMENT

This position is 64 - 76 hours per fortnight (negotiable), ongoing and to be worked on a fixed roster basis. The Senior Worker responsibilities are required at an assigned Residential Care house.

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 3 (Paypoint will be dependent upon qualification and/or experience). The terms and conditions of employment are in accordance with Junction Support Services' Enterprise Agreement (2017).

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 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 and valid 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 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.gippsland@junction.org.au](mailto:recruitment.gippsland@junction.org.au)

Alternatively, sent to:

Amarly McMahon  
Team Manager - People & Culture  
Junction Support Services  
PO Box 1490  
Wodonga VIC 3689

Applications must be received no later than **10.00 Monday 8 April 2024**

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

**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

**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. 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