

25 March 2024

Dear Applicant,

Team Manager – Sale & Bairnsdale (2 positions)

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 Team Manager – People & Culture, Amarly McMahon on 02 6043 7400.

Yours sincerely,



Amarly McMahon
Team Manager – People & Culture
Junction Support Services

Position Description

Position Title:	Team Manager
Program:	Continued Care Services – Inner Gippsland
Version No:	01
Probationary Period:	6 Months from the commencement date
Location:	Inner Gippsland – Sale & Bairnsdale
Award:	Social, Community, Home Care and Disability Services Award 2010 (Victoria)
Classification:	Social and Community Services Employee, Level 6, Paypoint 1 (dependent on qualifications and experience)
Hours of Work:	Monday to Friday- between 8:30am and 5:30pm- 76 hours per fortnight
Tenure:	Ongoing (subject to funding) (2 positions)
Reports To:	Continued Care Leading Team Manager – Inner Gippsland
Date Approved/Updated:	22 nd March 2024

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 homes, 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;

- Inclusion and Diversity
- Integrity
- Innovation
- Collaboration
- Respect

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 **Team Manager** will lead and collaborate with the team to ensure a high standard of care and practice is delivered within the Residential Care house. They will promote practice that reflects the agency's values, is inclusive of young people and seeks to strengthen the links between the young person and their community.

The **Team Manager** 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 Team Manager will be responsible for the day-to-day management of the house operations and supporting staff capacity building, role modelling the use of a strengths-based and person-centred therapeutic models of care.

POSITION OBJECTIVES

1. Provide a safe and secure residential living environment for young people who present with complex support needs as a result of trauma, an intellectual disability and/or mental health condition.
2. Direct responsibility for the supervision (formal and informal), support and professional development for permanent and casual staff.
3. Day-to-day management of the Residential Care house operations.
4. Foster and maintain interagency and inter-program relationships.
5. Proactively work to achieve progress towards the young people's case plan and care and placement plan goals.
6. Key liaison for case planning and service delivery matters for the young people.
7. Direct care work with young people as required.
8. Contribute to program development.

ORGANISATIONAL CONTEXT/RELATIONSHIP

The position of Team Manager reports directly to Continued Care Leading Team Manager – Inner Gippsland.

Internal Liaison:

- CEO
- Chief Operating Officer
- General Manager – Client Services
- Regional Manager – Care Services
- Continued Care Leading Team Manager – Inner Gippsland
- Continued Care Team Managers – Inner Gippsland and Ovens Murray
- Therapeutic Specialist
- Vocational Education Specialist
- 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:

- The management and support of staff resources within the house.
- Identifying, analysing, evaluating, treating and monitoring risks associated with all stakeholders and service delivery provided in the house.
- Identifying client risk through the completion of matching tools when receiving DFFH client referrals.
- Promote and model a culture of child safety ensuring that all staff practices are child safe and aligned with Junction's values, policies and practice frameworks.
- Promote a positive culture of professional supervision within the house and across the program.
- Direct responsibility for the formal supervision, support, and professional development of all permanent and casual staff within the house.
- Develop, review and implement living skills and activity plans with the staff and clients.
- Convene house meetings ensuring the young people's voice is considered in planning and house practices.
- Ensure that services are sensitive to the needs of Aboriginal and Torres Strait Islander and CALD young people and their families.
- Foster client and staff engagement and planning in education, alternative education or employment pathways for clients, and work closely with Vocational Education Specialist.
- The maintenance of supervision files for each staff member that includes personal development plans and a record of all supervision sessions.
- Role model, impart strengths-based, child-centred and family focussed practice to young people and Residential Care Youth Workers and work in collaboration with the Therapeutic Specialist.
- Liaise with Continued Care Service Manager – Inner Gippsland regarding any significant practice issues or potential disciplinary matters relating to Residential Care Youth Workers.

- To ensure high standards of care and practice are delivered within the Residential Care house and promote practice that reflects the agency's values. Ensure it is inclusive of the young person and it seeks to strengthen the links between the young person and their community, wherever appropriate.
- Develop a working knowledge of the relevant care standards and legislative frameworks within which the Residential Care program operates.
- Ensure compliance with Junction's and other relevant services care and legal standards.
- Provide and promote opportunities for the young people to connect with their families and communities as per the case plan and as requested by the Case Manager. This may be achieved by an appraisal with the young person of their family links and strengths, and exploring the opportunities for involving and consulting with the family as appropriate.
- A regular review and evaluation of practice within the house via the supervisory process, team meetings, subjective assessment and liaison with other program staff
- To ensure that Case Managers, parents/family and statutory authorities are advised of any significant developments relating to the young person's care, safety or welfare.
- Liaison with other workers and agencies, through collaborative case management to ensure the case planning progress is maintained and reviewed regularly in care team meetings.
- Co-ordinating with the Case Manager and working closely with the Residential Care Youth Workers in the house to ensure they understand and facilitate the agreed goals and strategies for each young person, as identified in the case plan.
- Attend and convene case plan and care team meetings as required.
- Pro-actively liaise with the Case Manager to ensure that care plans, behavioural management plans and safety management plans are in place for all young people residing in the house.
- Developing the residential care program and environment to facilitate the case plan goals, daily living, recreational and other skills of the 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, ensuring the maintenance of a clean and safe work environment.
- 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 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.
- Participate in annual performance appraisals.

Administration:

- Ensure administrative requirements of the house are maintained, including record keeping (eg, client services information, communication book, confidential client files, consequence system), reports and data collection processes.
- Ensure petty cash procedures are maintained.
- Attend allocation meetings.
- Adhere to the established protocols that exist between Junction and other service providers.
- Identify and undertake training and professional development with direction from the Continued Care Service Manager – Inner Gippsland.
- Participate in internal and external service evaluations.

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 the Department of Fairness Families and Housing Health to provide increased protection for children in Out of Home Care
- Undertake a NDIS Worker Screening Check.
- Participate in relevant meetings as directed.
- Work from or complete shifts in any of the residential houses managed by Junction, on a non-fixed roster system as directed by the organisation, if/when required.
- Participate in Junction's on-call Duty Manager roster as per organisation policy.
- Other duties as required.

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

SELECTION CRITERIA

1. A relevant tertiary degree such as Social Work, Community Services or Disability and/or relevant experience in a similar position.
2. Demonstrated understanding of the developmental and therapeutic needs of young people, who have experienced complex trauma and require protective care.
3. The capacity to be able to provide leadership, direction, support and facilitate change with both permanent and casual staff.
4. Ability to identify and assess actual and potential risks.
5. A high level of interpersonal skills, especially the ability to engage empathetically and in a non-judgemental manner to facilitate communication with both young people and team members.
6. Proven excellent written and oral communication skills, negotiation skills, conflict resolution and crisis management skills.

Conditions of Employment:

The **Team Manager** position is full time, ongoing position to be worked at 76 hours per fortnight, based in Sale & Bairnsdale. The service is to be worked Monday – Friday between 8.30pm - 5.30pm as negotiated with the Continued Care Leading Team Manager – Inner Gippsland. 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. This role requires the employee to participate in the Duty Manager Oncall roster.

The salary for this position is classified under the Social and Community Services Employee, Level 6, Paypoint 1, dependent upon experience and qualifications. This position includes generous salary-sacrificing options. The terms and conditions of employment are in accordance with Junction Support Services' Enterprise Agreement (2017).

A maximum accrual of fourteen (14) hours' time in lieu applies at any one time and is to be taken within one month of accrual. No more than four (4) weeks annual leave 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, 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 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

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.

Name:

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