

22 April 2024

Dear Applicant,

***Families & Single Adults Case Manager - Wangaratta***

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, Anna Woodland on 02 6043 7400.

Yours sincerely,

*Anna Woodland*

Anna Woodland  
People & Culture Administration Officer  
Junction Support Services

**Wodonga**

155 Melbourne Road  
PO Box 1490  
Wodonga, Victoria, 3690

**Wangaratta**

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**Shepparton**

144 Welsford Street  
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(02) 6043 7400

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### Position Description

|                               |   |
|-------------------------------|---|
| <b>Document Control</b>       |   |
| <b>Program:</b>               | Homelessness and Specialist Youth Services  |
| <b>Position Title:</b>        | <i>Families &amp; Single Adults Case Manager</i>  |
| <b>Version No#:</b>           | 08  |
| <b>Probationary Period:</b>   | 6 months from commencement date   |
| <b>Location:</b>              | Junction-Wangaratta Office  |
| <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 qualification and or/experience</i> ) |
| <b>Hours of Work:</b>         | Monday to Friday between 9am – 5pm, worked at 60 hours per fortnight  |
| <b>Tenure:</b>                | Fixed term to 28 <sup>th</sup> February 2025  |
| <b>Reports To:</b>            | Homelessness Team Manager   |
| <b>Prepared By:</b>           | Homelessness and Specialist Youth Services, Service Manager   |
| <b>Date Approved/Updated:</b> | 18 <sup>th</sup> April 2024   |

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:

- Inclusion & Diversity
- Integrity
- Innovation
- Collaboration
- Respect

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 our service areas.

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

**The Families and Single Adults Program** is a Specialist Homelessness Service (SHS) providing referral, advocacy and practical support within a case management framework to families, and single adults over 25 years of age, who are homeless or at risk of homelessness and/or have experienced family violence.

The aim of this role is to assist single adults or families to obtain and maintain safe and stable long term accommodation. This is achieved through effective support plans for each individual family member (including accompanying children), providing practical support where necessary, and connecting families with appropriate support services.

**Position Objectives:**

1. Conduct thorough needs assessments of families/single adults to develop and implement mutually agreed support plans that will meet identified needs, thereby resolving homelessness and supporting recovery from family violence.
2. Participate in the assessment and development and support plans for all accompanying children.
3. Facilitate and coordinate referrals to alternative service providers, in accordance with identified client needs.
4. Assist and support families/single adults in developing and strengthening their general living skills, particularly in areas of need where services are unavailable.

**Organisational Context/Relationship:**

The position of Families and Single Adults Case Manager, reports directly to the Homelessness Team Manager.

**Internal Liaison:**

- CEO
- Client Operations Office
- General Manager
- Homelessness and Specialist Youth Services, Service Manager
- Homelessness Team Manager
- Other Managers and staff
- Intake and Assessment Worker
- Service Users

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*External Liaison:*

- Local State & Federal Government Departments
- Housing Providers
- Family Violence Services
- Education and Training Providers
- Private rental providers
- Statutory Authorities
- Health Providers
- General Public

**KEY RESPONSIBILITIES:**

**Service Delivery:**

Ensure effective delivery of all services by focusing on:

- Conduct a thorough needs assessment with families and single adults and their accompanying children upon them entering the service.
- Develop and implement effective support plans for all family members including accompanying children based on individual needs, assisting families and single adults to strengthen their life and/or parenting skills, with an overall focus on addressing homelessness.
- Encourage client participation in the management of their individual support plan, with the main objective being for them to successfully develop skills to obtain and maintain safe, stable accommodation.
- Identify the needs of accompanying children ensuring these needs are included in the families support plan, with a focus on strengthening parenting skills as per child needs
- Where necessary conduct comprehensive risk assessments on families and single adults experiencing family violence.  
Refer accompanying children to the Homeless Children's Specialist Support Services and work in conjunction with this program as necessary, ensuring that both the primary care giver and their accompanying children's needs are individually addressed.
- Work in conjunction with the Department of Families Fairness and Housing, Beyond Housing and other housing providers to assist families and single adults and their accompanying children with entering and exiting housing when appropriate to do so.
- Provide support to families, single adults, and their accompanying children in accessing various education or training programs, health or counselling services, legal services and community or parenting groups.
- Provide practical support and assistance in areas of need where no other services are available.
- Ensure that adequate exit planning is undertaken with all families and single adults at the end of the support period.
- Regularly monitor and review support plans throughout the support period ensuring that goals remain current and barriers are addressed.
- Participate in professional meetings relevant to the program, particularly those related to homelessness and family violence.
- Ensure that client rights and confidentiality are maintained at all times

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***The Organisation:***

- Implement Junction Support Services aims and objectives through competent work practices.
- Keep up to date with relevant developments, legislation and regulations.
- Take responsibility for input into the day-to-day operations of the organisation, as well as policy development.
- Maintain Junction's ideological framework of a strength-based approach to all work practices.
- Comply with Junction's policies and procedures, funding guidelines and legislative requirements.
- Adhere to established protocols and service agreements that exist between Junction and other service providers.
- Follow Junction's Occupational Health and Safety standards, guidelines and practices as required by the organisation.
- Participate in the identification of actual hazards and manage risk.
- Individually contribute to ensure effective communication occurs within the organisation and that team building principles are applied.
- Participate in Junction organisational meetings, e.g. staff and team meetings.
- Contribute to team building principles.
- Individually contribute to effective communication within the organisation.

***Performance Development:***

- Actively participate in Junctions' Performance Development Framework (PDF) as per Junctions' Performance Development Policy.
- Participate in own training and professional development as identified through the PDF and encourage the training and professional development of others.
- Ensure 100% compliance with all aspects of the PDF, both individually and across all operational teams.
- Actively participate in supervision with Homelessness Team Manager

***The Organisation:***

- Implement Junctions' aims and objectives through competent work practices.
- Comply with Junctions' 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.
- Individually contribute to ensure effective communication occurs within the organisation.

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**Administration:**

- Maintain administrative requirements of the program including confidential client records/files, case notes, case plans, reports, government mandated data collection and other data collection processes.
- Provide written reports – for example support plan reviews, court reports, support letters.

**Other:**

- Undertake other tasks/duties as required by the organisation.

**Selection Criteria:**

1. A relevant tertiary qualification such as Social Work, Welfare or Behavioural Science and/or proven relevant experience to this role.
2. An understanding of the issues that may lead to a family accessing the homelessness or family violence system.
3. An ability to adequately assess individual needs in a family context, and develop, evaluate, and update case support plans in relation to those needs using trauma informed practice.
4. An understanding of the developmental needs of children with the ability to use this understanding in strengthening parenting skills.
5. An understanding of the impact that family violence and other complex trauma has on the safety and stability of families, single adults and children.

**Employment Benefits:**

- 5 weeks annual leave pro rata
- 17.5% leave loading on 4 of the 5 weeks annual leave pro rata
- 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
- Access to Professional/Clinical Debriefing for critical incidents experienced in relation to work
- 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
- Access to agency vehicles for all work related travel
- Access to JSS' Employee Assistance Program

**Conditions of Employment:**

This position is full-time, ongoing worked at 60 hours per fortnight, based in Wangaratta. The service is operational Monday to Friday, 9am to 5pm. The position will require some work to be undertaken outside or normal working hours, but any extra hours worked will be accrued as Time in Lieu. There is no paid overtime.

The commencement salary for this position is classified under the Social, Community, Home Care and Disability Services (Victoria) Award as Social and Community Services Employee Level 5, Paypoint 1. The commencement level and paypoint will be 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 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 to Health Employees Superannuation Trust Australia (HESTA) and in accordance with the Superannuation Guarantee Charge Act.

The successful applicant will be required to undergo satisfactory pre-employment checks per JSS policy, which includes: at least two (2) professional referees; a criminal records check; Victorian Working with Children Check; registration with the Department Families, Fairness and Housing; and proof of qualifications.

The successful applicant will initially be engaged in 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 always to be used for work-related purposes in accordance with the organisation's Motor Vehicle Policy. For this reason, it is a requirement that a current Drivers Licence be held whilst employed by the agency.

In the event of an internal application, accrued leave entitlements will be carried over.

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### 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 points (found above);
- 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 **11am, Wednesday 8 May 2024** and emailed to:

[recruitment@junction.org.au](mailto:recruitment@junction.org.au)

Alternatively, sent to:

Anna Woodland

Junction Support Services

PO Box 1490

Wodonga VIC 3689

For further information regarding details about the position, please contact 02 60 437400

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

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: .....