

14 October 2024

Dear Applicant,

Aboriginal Case Manager – Homes First Program

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 details about the position, please contact Katharine Hodgson on (02) 6043 7400.

Yours sincerely,

Anna Woodland

Anna Woodland
People & Culture Administration Officer
Junction Support Services

Wodonga

155 Melbourne Road
PO Box 1490
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Wangaratta

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Level 1
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reception@junction.org.au

Position Description

Document Control	
Program:	Homes First
Position Title:	Aboriginal Case Manager – Homes First Program
Version No:	01
Probationary Period:	6 Months from commencement date
Location:	Dhudhuroa, Wiradjuri, Bpangerang, Yorta Yorta and Taungurung Country Junction Support Services - Wodonga Office or Shepparton Office
Award: (Victoria)	Social, Community, Home Care and Disability Services Award 2010
Classification:	Social and Community Services Employees, Level 4 , Paypoint 4. (paypoint dependent upon qualifications and/or experience).
Hours of Work:	Multiple roles available and EFT negotiable
Tenure:	Fixed Term to 30 th June 2029
Reports To:	Homelessness and Specialist Youth Services, Service Manager
Prepared By:	People & Culture
Date Approved/Updated:	04/10/2024

Junction Support Services (Junction) empowers people to achieve a brighter future by giving them access to essential services such as housing, education, health, trauma recovery and disability support.

Junction is a Child Safe organisation guided by a strategic focus on early intervention and prevention projects designed to deliver better outcomes for communities by identifying and addressing issues before they escalate.

As an award-winning regional not-for-profit community service organisation, Junction strives to achieve our vision of building strong, thriving communities together while staying true to our purpose of empowering people to achieve a brighter future.

From our humble beginnings in 1989, Junction has grown from offering a single homelessness support program to now providing support to 2500 people each year across 12 Local Government Areas (LGAs) spanning Ovens Murray, Goulburn, Gippsland, and regional NSW.

Junction provides holistic and integrated service responses across the lifespan through advocacy, assertive outreach, case management and therapeutic counselling services.

Our core values underpin everything we do:

- **Respect**

Respect is the fundamental value that shapes our culture. Respect forms the foundation of all interactions with employees, clients, stakeholders and partners.

- **Collaboration**

We work collaboratively and foster a culture that welcomes ideas to ensure our communities achieve brighter futures.

- **Innovation**

We embrace innovation, explore possibilities and strive to create the best opportunities for our communities.

- **Integrity**

We foster an environment of trust and authenticity where transparency and accountability are paramount.

- **Inclusion and Diversity**

We respect and celebrate diversity. We value equity and ensure our actions consistently uphold strong ethical standards.

All Junction's support services are trauma-informed, client-centred, and goal-directed.

We put our clients at the heart of everything we do.

The program:

The Homes First program is a pilot program aimed to supporting single adults, families and young people who are experiencing homelessness or rough sleeping to obtain safe and secure housing and holistic wellbeing. Clients supported in the program receive responsive, holistic case management, culturally safe, trauma informed and flexible wrap around supports based on Housing First principles.

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The model is centred on supporting people to firstly secure housing, and then to access multidisciplinary support such as mental health support and alcohol and other drugs (AOD) support if they choose to. The key principles of Housing First are:

- people have a right to a home
- housing and support are separated
- flexible support for as long as it is needed
- choice and self-determination
- active engagement without coercion
- recovery orientated practice
- social and community inclusion
- harm reduction approach.

The program spans over three years, with an additional year of intermittent support post-program completion. The core objectives include establishing stable long term housing, improving physical and psychological health, and facilitating connection to community.

The Homes First Program consists of:

- Homes First Team Manager
- Homes First Case Managers
- Homes First Aboriginal Case Managers
- Dual Diagnosis Clinicians
- Peer Support Workers

The role:

The **Homes First Aboriginal Case Manager** will have a strong understanding of Housing First principles and will support Aboriginal clients in securing and maintaining safe, stable, long-term housing, ensuring that services are culturally safe. This role will focus on the specific housing and support needs of Aboriginal individuals experiencing rough sleeping and homelessness, ensuring that services provided are culturally appropriate.

This Case Manager will offer trauma-informed and culturally safe case management support to Aboriginal community members involved in the Homes First Program. The main objective is to support individuals and their families in reaching their housing goals while also addressing their mental and physical health needs. Ultimately, the aim is to secure suitable, sustainable housing and support clients in overcoming personal challenges to prevent future homelessness.

The Homes First Aboriginal Case Manager will conduct comprehensive needs assessments to create and implement individualised goals and support plans that align with each client's needs. This approach will help achieve suitable and sustainable housing while facilitating recovery from personal challenges.

Position Objectives:

1. Assist aboriginal community members with the establishment of successful tenancies
2. Embed cultural safe practice within the Homes First Program
3. Ensure aboriginal people have choice in their support, self-determination and have opportunities to connect to country and community.
4. Achieve and maintain stability in housing by observing principles of culturally safe practice, and strengths-based practice
5. Assist and support Homes First clients in developing and strengthening their general living skills, particularly in areas of need where services are unavailable.
6. Provide tailored, flexible and responsive support to deliver personal, client-led recovery to support in maintaining long term tenancies

Organisational Context/Relationship:

The position of Homes First Aboriginal Case Manager reports directly to the Homes First Team Manager.

KEY RESPONSIBILITIES:

Service Delivery:

Ensure effective delivery of all services by focusing on:

- Apply a persistent, person-centred and individualised response when working with individuals and families of the Homes First Program.
- Embed Housing First Principles in all practices.
- Operate under a Trauma-Informed, Strengths-Based and Best Interest Principles approach.
- Ensure that client rights and confidentiality are maintained at all times.
- Support the voice of Aboriginal and Torres Strait Islander clients to be heard, valued and respected.
- Use of culturally appropriate strategies to engage and support Aboriginal and Torres Strait Islander clients.
- Build and maintain strong relationships and connections to Aboriginal Community Controlled Organisations and local members of the Aboriginal and Torres Strait Islander Communities.

- Liaise with the broader community to facilitate linkage and ongoing support to clients to maximise their life opportunities and develop further opportunities to build connections and community engagement.
- Support Aboriginal and Torres Strait Islander young people to connect to their culture, Country, and Community.
- Support Aboriginal and Torres Strait Islander Homes First clients prior to, during and after culturally significant events/dates.
- Promote cultural safety and social and emotional wellbeing for Aboriginal and Torres Strait Islander people and their families.
- Conduct a thorough needs assessment with clients 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 clients to strengthen their life and/or parenting skills, with an overall focus on addressing homelessness.
- Regularly monitor and review support plans throughout the support period ensuring that goals remain current and barriers are addressed.
- Ensure that adequate exit planning is undertaken with all families and single adults at the end of the support period.
- Acknowledge individual histories to anticipate, monitor and respond to issues of concern.
- Support to maintain successful tenancy through proactive early identification and stabilising of risks that may undermine housing sustainment if unaddressed.
- Provide individually tailored, flexible and rapidly responsive support to support client-led recovery.
- Provide practical support and assistance in areas of need where no other services are available.
- 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.
- Promote recovery and raise awareness and understanding of generational trauma.
- Maintain requirements in line with Legislation relating to information sharing for the FVISS & CISS as related to the MARAM framework.
- Participate in professional meetings relevant to the program, particularly those related to homelessness and family violence.

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 Homes First Team Manager

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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.
- Participate in Junction's after-hours On call service (roster basis), on an as needed basis (as determined by the Chief Operations Officer)

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. Identify as Aboriginal and/or Torres Strait Islander.
2. A relevant tertiary qualification such as Community Services, Social Work, Welfare or Behavioural Science and/or proven relevant experience to this role.
3. Experience working with Aboriginal children, young people, families or communities.
4. Demonstrated knowledge and understanding of the issues affecting Aboriginal communities, families and children.
5. The ability to effectively assess the needs of individuals within a family context and to create, evaluate, and update case support plans based on those needs using trauma-informed practices.

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

Conditions of Employment:

This position is fixed term until 30 June 2029, there are multiple roles available and EFT is negotiable. The position can be worked in either our Shepparton, Wangaratta or Wodonga Office, and is operational between Mondays to Fridays, between 9.00am to 5.00pm. The position may require some work to be undertaken outside of normal working hours, which will be accrued as Time in Lieu. There is no paid overtime.

The position is classified under the Social, Community, Home Care and Disability Services Award 2010, as Social and Community Services Employee, Level 4, Paypoint 4. The year selected as the commencement level of salary will 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 of fourteen (14) hours' time in lieu applies at any one time and is to be taken within one month of its 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.

Application Procedure:

Applications must include:

- a cover letter addressing each of the key selection criteria points;
- resume/CV **detailing employment history and experience;**
- a completed Reference Checks form (within this employment pack) providing the names and contact numbers of two professional referees (include current employer/supervisor) who can provide comment on work performance.

Applications must be received by Tuesday 29th October and 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 Katharine Hodgins 60437400.

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 student placement or assess my suitability for student placement 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 placement, 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: