

8 April 2020

Dear Applicant,

*Navigator Case Manager – Wodonga or 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 Specialist Adolescent Services Manager, Katharine on 02 6043 7435.

Yours sincerely,



Ginny Krich  
Senior People & Culture Officer  
Junction Support Services



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### ***Position Description***

<b>Document Control</b>	
<b>Program:</b>	Specialist Adolescent Services (SAS)
<b>Position Title:</b>	<i>Navigator Case Manager</i>
<b>Version No:</b>	04
<b>Probationary Period:</b>	6 months from commencement date
<b>Location:</b>	JSS Wodonga or Wangaratta
<b>Award:</b>	Social, Community, Home Care and Disability Services Award 2010 (Victoria)
<b>Classification:</b>	Social and Community Services Employees, Level 5, Paypoint 1-3 (paypoint depended upon qualifications and/or experience)
<b>Hours of Work:</b>	Monday to Friday, between 8:30am – 5:30pm, at 76 hours per fortnight
<b>Tenure:</b>	Fixed term 31 <sup>st</sup> December 2020
<b>Reports To:</b>	Education Program Manager
<b>Date Approved/Updated:</b>	8 April 2020

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.

#### ***Mission***

We work with individuals and families to support them to achieve their full potential

#### ***Vision***

Communities without disadvantage

#### ***Goals***

- Innovative service delivery
- Secure funding streams
- Employer of choice
- A positive presence in our communities
- Strong governance



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### ***Our Values***

Everything we do is underpinned by our core values:

- Equity, Access & Diversity
- Innovation
- Collaboration

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.

### ***Navigator Program***

The Navigator program is funded by the Department of Education and Training (DET) currently services across fourteen Victorian Government Areas and due to the extended funding will be expanding across the state in 2021. Junction Support Services delivers the program in the Ovens Murray area.

The Navigator program will assist in building the capacity of school communities to create positive and safe environments, the Navigator Program provided advocacy and support to the young people while focusing on re-engaging clients who have been disengaged for an extended period of time.

The Navigator Case Manager role combines the capacities of the education and community services sector in supporting young people to develop re-engagement education plans, while also assisting them with their emotional wellbeing.

### ***Position Objectives:***

1. Provide case management to children and young people accepted into the Navigator program.
2. Provide support tailored to client needs.
3. Establish and strengthen links and referral pathways between schools, community service organisations and other supports to optimise the re-engagement of disengaged young people.
4. Assist schools to develop a better understanding of how to cater for young people who are vulnerable to disengaging and reconnecting with those who have ceased attending.



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***Organisational Context/Relationship:***

The Navigator Case Manager reports directly to the Education Program Manager.

***Internal Liaison:***

- CEO
- Client Services Manager
- Specialist Adolescent Services Manager
- Education Program Manager
- Other Managers and Staff Members
- Service Users

***External Liaison:***

- DET
- Schools located in Ovens Murray
- Wodonga and Benalla Flexible Learning Centres
- Local, State & Federal Government Departments
- Community Service Organisations
- Community Groups & Networks
- Statutory Authorities
- General Public

***Key Responsibilities:***

***Service Delivery:***

- Conduct an initial and ongoing needs assessment with clients who have been referred to the program.
- Develop and implement effective support plans based upon individual needs, assisting clients to establish a re-engagement education plan.
- Encourage young people in participating in the development and management of their support plans.
- Provide practical support to young people in areas of need where no other services are available throughout the Ovens & Murray region.
- Provide information on the range of services available to young people, making appropriate referrals where relevant, and with a particular focus upon alleviating immediate needs that could be associated with school engagement difficulties.
- Where required, conduct psychosocial assessments and assist in the development of client's resilience and social and emotional capabilities.
- Where required, source specialised learning assessments.



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- Regularly monitor and review support plans throughout the support period ensuring that goals remain current and barriers to engagement are being addressed.
- Contribute towards a safe, inclusive and supportive learning environment.
- Assist schools to develop a better understanding of how to cater for students who are vulnerable to disengaging and reconnecting with students who have ceased attending.
- Develop and maintain partnerships with relevant services and government authorities.
- Implement and operate under a Strengths Based and Best Interest Principles approach, demonstrated through program design and service delivery with students.
- Ensure that the young person's rights and confidentiality are maintained within all work practices.
- Participate in professional meetings relevant to the program.
- Ensure services are culturally competent and meet, for example, the cultural needs of Aboriginal and CALD students.

***The Organisation:***

- Implement Junction Support Services' aims and objectives through competent work practices.
- Comply with Junction Support Services' policies and procedures, funding guidelines and legislative requirements.
- Adhere to established protocols that exist between Junction Support Services, DET 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.

***Administration:***

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

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**Performance Development:**

- Actively participate in Supervision, provided by the Education Program Manager, fortnightly when on probation and monthly thereafter.
- Actively participate in JSS' Performance Development Framework (PDF) as per JSS' Performance Development Policy.
- Participate in own training and professional development as identified through the PDS.
- Ensure 100% compliance with all aspects of the PDS.

**Other:**

- Attend and participate in meetings as directed by the Education Program Manager and Manager.
- Other duties as required by the organisation.

**Selection Criteria**

1. A relevant tertiary qualification such as a Bachelor of Social Work, Behavioural Science or a relevant degree is desirable along with demonstrated case management experience relevant to this role.
2. Demonstrated ability to provide comprehensive case management support to clients that includes the implementation of assessments, support plans and interventions which fosters client's resilience and social and emotional capabilities.
3. Demonstrated knowledge of barriers related to school engagement.
4. Desirably possess a knowledge of, or have, experience working within the education setting.
5. Highly developed communication, networking and interpersonal skill, including the ability to liaise effectively with a wide range of external stakeholders.

**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



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- A supportive environment that includes comprehensive induction and assistance with professional development
- Access to agency vehicles for all work related travel

***Conditions of Employment:***

The Navigator Case Manager position is full time, fixed term to 31<sup>st</sup> December 2020 and to be worked at 76 hours per fortnight. This position can be based at JSS Wodonga or Wangaratta. This role does require travel throughout the Ovens & Murray area during working hours. The service is operational between the hours of Monday to Friday – 8:30am to 5:30pm, as negotiated with the Specialist Adolescent Services Manager. 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 position is classified under the Social, Community, Home Care and Disability Services Award 2010, as Social and Community Services Employee, Level 5, Paypoint 1-3. 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 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.



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***Application Process:***

Junction Support Services does not bind itself to make any appointment whatsoever from applications received.

Applications **must** include the following:

- a covering letter;
- statements addressing each of the selection criteria;
- your resume/CV detailing employment history;
- a completed Reference Checks Form providing the names and contact numbers of three professional referees (include current employer/supervisor) who can provide comment on previous work performance

Applications must be received at Junction Support Services by *Thursday 23 April 2020 at 9am* in an envelope marked CONFIDENTIAL and addressed to:

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

For further information, please contact the Specialist Adolescent Services Manager, Katharine on, (02) 6043 7435.

Applicants invited to attend an interview must bring to the interview their original degree/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 ability to meet legislative requirements such as Working with Children Check and police check.

Signed: .....

Witness: .....

Date: .....

*Junction Support Services is a child safe organisation and is proud to be an equal opportunity employer.*



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## 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. Ideally this would be 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: .....  
(eg, supervisor, manager, lecturer)
2. Name: ..... Phone Number: .....  
Organisation: .....  
Relationship: .....
3. Name: ..... Phone Number: .....  
Organisation: .....  
Relationship: .....

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: .....