

Position Title	Practice Coordinator
Location	Various Residential Care Houses
Child Safety (Prohibited Persons) Act 2016	Prescribed
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Classification	Social and Community Services Employee Level 5
Reporting Relationships	Reports to the Operations Manager, Children & Youth Services Works closely with Area Coordinator Direct reports: - Nil

Position's Primary Purpose

Our Purpose is to **Equip and Empower to Thrive** all people we engage with as part of our work within Junction.

The Practice Coordinator works alongside the Area Coordinator and provides practice support and guidance to Therapeutic Child and Youth Workers (TYWs) within Junction's Therapeutic Residential Care (TRC) program. This role focuses on assisting with embedding Junction's trauma-responsive and relational care framework, supporting staff development, and ensuring the delivery of high-quality therapeutic care that helps children and young people recover from trauma, build resilience, and thrive in their communities.

Central to this role is equipping and empowering staff with the knowledge, skills, and confidence to create healing environments where children and young people feel safe, connected, and supported to shape their future. By fostering reflective practice and trauma-responsive approaches, the Practice Coordinator ensures that every interaction contributes to a child's sense of safety, stability, and self-determination.

Key Accountabilities

Practice Leadership & Implementation

- Assist with leading the implementation of Junction's therapeutic practice framework across TRC houses by guiding Area Coordinators and TYWs
- Work with TYWs to develop, maintain, and review Development Care Plans that align with each child's therapeutic, developmental, and safety needs
- Provide coaching, mentoring, and reflective practice support to TYWs, ensuring consistency in trauma-responsive care
- In conjunction with the Area Coordinator, support staff in developing self-awareness, managing their own emotional responses, and engaging in reflective practice to respond effectively to individual children's needs and prevent burnout and manage secondary trauma
- Facilitate reflective practice discussions in team meetings, supporting staff to integrate trauma-responsive approaches into their daily work
- Demonstrate awareness of and engage in learning about Aboriginal Cultural practices to ensure provision of Culturally Safe services
- Develop and maintain self-awareness and emotional regulation, recognising personal triggers and managing responses appropriately
- Actively engage in clinical supervision

Position Description



- Provide guidance and support to staff responding to critical incidents and urgent matters (including as part of on-call support)

Case & Incident Support

- Provide practice-based guidance on complex cases, collaborating with internal and external stakeholders as needed
- Assist with leading post-incident reflective processes to ensure learning and continuous improvement in trauma-responsive care
- Assist with reviewing medium, high-risk and extreme incidents, ensuring therapeutic approaches are applied in response and debrief processes
- Work alongside Junction’s Aboriginal Consultant(s) to ensure cultural safety is embedded in all aspects of care

Training & Capability Building

- Assist the Operations Manager to identify skill and knowledge gaps among TRC staff and contribute to the development and facilitation of training that enhances trauma-responsive care practices
- Support the Clinical Lead with strategic practice development projects to enhance therapeutic capability
- Work with the Quality Assurance Advisor to ensure accurate documentation of case notes and Development Care Plans

Stakeholder Engagement & Collaboration

- Collaborate closely with Area Coordinators and TYWs to foster a consistent and effective therapeutic care environment
- Engage with external stakeholders, including the Department for Child Protection (DCP), specialist services, and ensure culturally responsive care practices by working in partnership with Junction’s Cultural advisors
- Provide input into placement matching discussions, ensuring alignment between children’s needs and available supports
- Engage in leadership meetings and planning discussions, ensuring that therapeutic principles are upheld in decision-making

Key Relationships

Who	How
Internal	
Line Manager	Participate in practice supervision with the Clinical Practice Lead and assist to identify any emerging practice issues that may impact upon the effectiveness, sustainability and growth of the program
Operations Manager, Children and Youth Services	Work in partnership with Operations Managers to address emerging practice issues in their teams
Area Coordinators	Work collaboratively with the Area Coordinator to deliver positive outcomes for both cluster staff and children/young people
Therapeutic Child and Youth Workers	Provide practice guidance and support to staff regarding the needs of the children and young people in the houses to build their individual and collective capacity to provide meaningful therapeutic intervention
Aboriginal Consultant(s)	Work collaboratively with Junction’s Aboriginal Consultants to ensure service provision for Aboriginal and Torres Strait Islander children is culturally safe, meets the Aboriginal Child Placement Principles and supports each child’s ongoing connection with family and culture
External	
People we work with	Deliver high quality services which are ‘client-centric’, safe, effective and culturally appropriate with outcomes meeting funder requirements and the National Standards for Out of Home Care
Stakeholders	Work collaboratively with the Department for Child Protection’s (DCP) case workers to ensure that children and young people meet goals aligned to life domains in Developmental Care Plans
Service Providers	Foster positive relationships with other organisations and partners, clients, external stakeholders, and the local community

Core Values

Junction aspires to deliver flexible and responsive services that are underpinned by the following core values:

 <p>IMPACT</p>	 <p>PASSION</p>	 <p>INTEGRITY</p>	 <p>RESPECT</p>	 <p>COLLABORATION</p>
<p><i>We are determined to make a meaningful difference with a long-term impact and ripple effect of positive change.</i></p>	<p><i>Our tenacity brings passion to our purpose, fuelling our motivation and unwavering commitment to drive change.</i></p>	<p><i>Trusting, fair and supportive, we act with openness and honesty, preserving the dignity for the clients and tenants we work with.</i></p>	<p><i>We have an inherent belief in the value of all people and respect the right to navigate life's complexities with choice and control.</i></p>	<p><i>United by compassion and a true sense of solidarity, we are a like-minded group working together towards our vision.</i></p>

Capability Summary

The Junction People Capability Framework applies to all employees and is key in ensuring our Values are embedded in all we do. See attached list of all capabilities for the level of this role.

CAPABILITY GROUP	CAPABILITY NAME			
OUTCOMES FOCUSED	Positively impact clients	Deliver results	Drive innovation	Plan and prioritise
PERSONAL ATTRIBUTES	Act with integrity	Live our values and embrace	Show resilience and adaptability	Display self-awareness and motivation
POSITIVE RELATIONSHIPS	Client centric	Influence and negotiate	Communicate effectively	Work collaboratively
LEADERSHIP & PEOPLE MANAGEMENT	Inspire and lead with purpose	Manage through our Values	Support and develop our people	Make sound and agile decisions
BUSINESS ENABLERS	Manage change	Optimise resources	Leverage technology	Understand financial requirements

Position Requirements

- A satisfactory Working with Children Check (WWCC) or General Probity Check must be completed, (as applicable), prior to commencing employment and maintained thereafter
- Current Safe Environments Certificate is required, and the employee must comply with relevant state legislation to support a child safe organisation
- Hold a Senior First Aid certificate and is required to perform first aid in the workplace
- It is a requirement of the position to be accredited in Therapeutic Crisis Intervention within 6 months of commencing with Junction
- Holds a current unencumbered Australian Driver's Licence or equivalent, and is willing to drive
- Your employment with Junction is subject to you being and remaining eligible to be employed in a licensed children's residential facility which requires employees to undergo periodic psychological or psychometric assessments
- It is a requirement of the role to undertake essential training and be maintained thereafter
- All Practice Coordinators are required to participate in professional supervision
- Willing to work flexible hours between 7:30 am and 6:00 pm to meet operational requirements and the practice development needs of TYWs
- Ability to work on-call on a rotational roster

Selection Criteria

Education and Knowledge

- Degree or tertiary qualifications in Social Work, Psychology, Human Services or relevant equivalent (or lesser qualification complemented by substantial relevant experience) – essential
- Understanding of social justice principle – including equity of access, discrimination and equal opportunity, individuals' rights and privacy
- Understanding of and demonstrated experience in delivering services underpinned by principles of therapeutic, trauma informed care.
- Understanding of relevant statutory requirements and legislation for children under the Guardianship of the Chief Executive and supported accommodation

Skills and Experience

- Demonstrated experience supporting young people under the Guardianship of the Chief Executive, with an understanding of the impact of trauma and the importance of therapeutic care
- Experience in placement matching, ensuring children and young people are placed in environments that meet their needs and support their development
- Experience working with children and adolescents at risk, including understanding high and complex needs, trauma, and attachment disruptions, and applying appropriate therapeutic responses
- Demonstrated ability to model, facilitate, and support reflective practice within a team setting
- Strong verbal, written, interpersonal, and negotiation skills, with the ability to engage a wide range of stakeholders
- Sound understanding of case management principles, including developing and supporting the implementation of therapeutic care plans within a structured framework
- Proven ability to prioritise workload, work autonomously, and support staff in managing competing priorities.
- Demonstrated leadership qualities, including the ability to engage, mentor, and motivate staff to achieve practice excellence
- Demonstrated ability to work in a culturally safe and inclusive way with Aboriginal and Torres Strait Islander children, young people, families, and communities, in collaboration with Aboriginal Consultants and other key stakeholders
- Commitment to fostering a safe, inclusive, and responsive work environment, ensuring alignment with trauma-responsive and person-centred principles

Equal Employment Opportunity

Junction is an equal opportunity employer that embraces a culture of diversity. We encourage applications from the Aboriginal and Torres Strait Islander community, people with disability, and people from every culture, gender and sexuality identity, age and ethnic background. Junction is committed to being a Child Safe organisation and has zero tolerance for child abuse.



LEADING OTHERS

OUTCOMES FOCUSED	PERSONAL ATTRIBUTES	POSITIVE RELATIONSHIPS	LEADERSHIP & PEOPLE MANAGEMENT	BUSINESS ENABLERS
<p>Positively Impact Clients</p> <ul style="list-style-type: none"> Encourages a strong customer-focus and builds understanding of client/customer perspectives within their team Fosters respect for clients/customers and stakeholders Delivers services that deliver positive outcomes 	<p>Act with integrity</p> <ul style="list-style-type: none"> Promotes ethical and professional behaviour Acts on inappropriate behaviour/ misconduct in alignment with Junction Values and Code of Conduct Takes responsibility for mistakes and learns from them 	<p>Client Centric</p> <ul style="list-style-type: none"> Actively works to understand clients/customers and stakeholders Encourages a strong client/customer-focus and builds understanding of client/customer perspectives within their team Promotes and expects respect, professionalism and fairness in all interactions with the community and people we support 	<p>Inspire and lead with purpose</p> <ul style="list-style-type: none"> Conveys the vision for their area in a compelling way Able to describe how their work, and the work of their team, contributes to organisational objectives Considers wider organisational objectives when making decisions and going about their work 	<p>Manage change</p> <ul style="list-style-type: none"> Actively promotes change processes and engages in the communication of change initiatives across the workforce Provides guidance, coaching and direction to others while managing uncertainty and change Engages employees in change processes and provides clear guidance and support Identifies and addresses barriers to change
<p>Deliver results</p> <ul style="list-style-type: none"> Breaks down projects into objectives and goals, and accurately scopes out length and difficulty of tasks Organises the team to deliver the required work program to a high quality Provides clear and accurate reporting of progress and performance 	<p>Value and embrace diversity</p> <ul style="list-style-type: none"> Recognises, encourages and includes individual differences and working styles Supports organisational goals by leveraging diversity of thought Encourages open dialogue on diversity and shares experiences and learnings 	<p>Influence and negotiate</p> <ul style="list-style-type: none"> Ensures that negotiations remain focused on the important issues Offers convincing arguments to make a strong case without getting personal or aggressive Settles disputes equitably by finding common ground and gaining cooperation 	<p>Contributes to a positive focus safety</p> <ul style="list-style-type: none"> Shows leadership and commitment to safety and wellbeing of self, others and the community Takes safety seriously and does not accept complacent behaviour, reports on good and bad news Effectively uses Junction's safety management systems 	<p>Optimise resources</p> <ul style="list-style-type: none"> Initiates and develops goals and plans to guide the work of the team, aligning to organisational objectives Allocates resources to ensure achievement of service outcomes Contributes to workforce plans that effectively distribute resources in delivering services
<p>Drive innovation</p> <ul style="list-style-type: none"> Encourages creativity and innovation Identifies and implements improved ways of doing things Constructively challenges the status quo 	<p>Show resilience and adaptability</p> <ul style="list-style-type: none"> Communicates the positive side of change for the team and organisation Assists the team to adapt to a changing environment Maintains an optimistic outlook and focus on the learning in difficult situations 	<p>Communicate effectively</p> <ul style="list-style-type: none"> Structures messages clearly and concisely, both verbally and in writing and limit jargon Explains complex information using easy to understand language Presents information effectively, outlines the effects and ensures key points are conveyed 	<p>Support and develop our people</p> <ul style="list-style-type: none"> Deals positively with uncertainty and copes effectively in a changing environment Acts as a coach and mentor, working with others to facilitate continuous improvement Recognises, acknowledges and rewards individual and team achievements 	<p>Leverage technology</p> <ul style="list-style-type: none"> Demonstrates a strong knowledge and use of technology relevant to the work program Uses existing technology and identifies ways to leverage its value in achieving team goals Supports compliance with records, information and knowledge management requirements
<p>Plan and prioritise</p> <ul style="list-style-type: none"> Develops plans that have clear appropriate goals and measurable objectives Anticipates change and builds contingencies Monitors progression of projects, team achievements against work plans and goals Manages priorities to achieve goals and objectives 	<p>Display self-awareness and motivation</p> <ul style="list-style-type: none"> Seeks and responds positively to constructive feedback and identifies areas of strength and improvement required Demonstrates a high level of personal motivation and encourages this in others Supports and enables others to achieve 	<p>Work collaboratively</p> <ul style="list-style-type: none"> Works effectively with other parts of the organisation and sector to deliver results Works collaboratively and cooperatively and recognises and rewards those behaviours in others Builds networks with peers 	<p>Make sound and agile decisions</p> <ul style="list-style-type: none"> Makes time sensitive decisions even when only limited information may be available Acknowledges personal responsibility for outcomes of decisions Makes clear, well-reasoned decisions Applies lateral and creative thinking to generate ideas and solutions and decide actions 	<p>Understand financial requirements</p> <ul style="list-style-type: none"> Is familiar with financial terminology, policies and processes Understands the impacts of funding allocations on team budgets Seeks financial specialist advice and support when needed