

Position Description

Program:	Care Services
Position Title:	Team Manager
Version No:	01
Probationary Period:	6 months from commencement date
Location:	Wangaratta
Award:	Social, Community, Home Care and Disability Services Award (Victoria) 2010
Classification:	Social and Community Services Employee, Level 6 Paypoint 1
Hours of Work:	76 hours per fortnight Ongoing
Tenure:	
Reports To:	Head of Care Services – Ovens Murray
Prepared By:	Head of Care Services – Ovens Murray
Date Reviewed/Updated:	September 2026

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.

Junction is committed to the safety, participation and empowerment of all children, ensuring equity and inclusion.

We have a zero tolerance approach to child abuse and are committed to creating environments where all children feel safe, valued, and heard.

We are committed to promoting cultural safety for Aboriginal and Torres Strait Islander children by engaging with communities, respecting cultural identities, and embedding culturally safe practices across our organisation.

We are equally committed to supporting children from culturally and linguistically diverse backgrounds, children with a disability, and children who identify with the LGBTIQ+ community.

Wodonga

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(02) 6043 7400

reception@junction.org.au

We listen to and respect children's voices and encourage them to speak up if they feel unsafe.

Our organisation fosters a culture of safety and are available for advice and support, with ongoing reflection and improvement to uphold our commitments.

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 values: 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.

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The Team Manager will lead and collaborate with the team to ensure a high standard of care and practice is delivered within the residential 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 are provided. 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 model.

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 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 residential care clients.
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 the Service Manager – Care Services.

Internal Liaison:

- CEO
- COO
- General Manager
- Team Managers
- Residential Care Workers
- Case Managers
- Therapeutic Specialist
- People & Culture
- Other staff members
- Service Users

External Liaison:

- Local Government, State & Federal Government Departments
- Community Groups
- Education and Training Providers
- Statutory Authorities
- General Public
- Health Providers

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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.
- 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 Workers.
- Liaise with Head of Care Services – Ovens Murray regarding any significant practice issues or potential disciplinary matters relating to Residential Care Workers
- To ensure high standards of care and practice are delivered within the residential 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 (e.g. minimum standards for Residential Care – service agreements – Children's and Young Persons Act (1989) and the Children, Youth & Families Act (2005) within which the Residential Care program operates

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- Ensure compliance with Junction's and other relevant services care and legal standards
- Provide and promote opportunities for the young person 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 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 a strength-based work practice.

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- 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 Support Services and other service providers.
- Identify and undertake training and professional development with direction from the Manager.
- 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 (Team Manager comes under this category) is to be registered with the Department of Fairness Families and Housing Health to provide increased protection for children in out of home care.
- Register under the Disability Worker Exclusion Scheme.
- Participate in relevant meetings as directed.
- Work from or complete shifts in any of the residential houses managed by Junction Support Services, on a non-fixed roster system as directed by the organisation, if/when required.
- Other duties as required.

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SELECTION CRITERIA

1. A relevant Bachelor's degree such as Social Work, Community Services or Disability
2. Demonstrated understanding of the developmental and therapeutic needs of young people, who have experience 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.

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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. Junction is committed to the safety, participation and empowerment of all children, ensuring equity and inclusion.

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We are equally committed to supporting children from culturally and linguistically diverse backgrounds, children with a disability, and children who identify with the LGBTIQA+ community.

We listen to and respect children's voices and encourage them to speak up if they feel unsafe.

Our organisation fosters a culture of safety and are available for advice and support, with ongoing reflection and improvement to uphold our commitments.

Junction Support Services is a child-safe organisation and an Equal Opportunity Employer committed to diversity and inclusion. We welcome applications from First Nations peoples, individuals with disability or lived experience of disability, and people of all cultural backgrounds, gender identities and sexual orientations. We value the unique perspectives and contributions that diversity brings to our workplace and the communities we serve.

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:

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