

POSITION DESCRIPTION

INTENSIVE CASE SUPPORT WORKER YOUTH JUSTICE COMMUNITY SUPPORT SERVICE

January 2012

Junction Support Services, operating since 1989, is an independent, not-for-profit Community Service Organisation providing high quality and innovative services to single adults, families, children and young people in the Eastern Hume Region of Victoria. Junction Support Services is a charitable organisation.

JSS' Vision: Through partnerships, we build bridges to enable people to achieve their full potential.

JSS' Values:

- **Potential of all people:** by acknowledging and respecting each other's differences and opinions and respecting clients' right to self determination
- **Integrity:** by promoting ethical practice; being professional in our dealings and being honest, trustworthy and reliable in our work
- **Excellence:** we are passionate about what we do and practice from the best interests of clients
- **Communities:** through nurturing and investing in quality relationships; pursuing collaborative approaches to effective practice and contributing to community education and awareness

The Department of Human Services (DHS) Youth Justice has provided funding across the Hume Region for the provision of enhanced service delivery to clients who are in the Youth Justice system. Case management responsibility remains with the DHS Youth Justice Worker to supervise the community based court or parole order, with the Intensive Case Support Worker providing support for clients in areas including:

- Improved living and social skills
- Access to education, training and employment services
- Access to secure accommodation
- Increased connection with family, culture and community; and many more.

The service delivery for this program will be shared jointly between east and west Hume Region, with Brayton Youth and Family Services (BYFS) providing lead agency responsibilities and service response in the West Hume area, and Junction Support Services (JSS) providing a service response in the east Hume area. This service will operate under a consortium involving key partner agencies, ensuring positive cohesion and working relationships across the entire Hume region, for the best interests and outcomes of clients involved. The provision of services is for young people 10 to 21 years old who are subject to community based court or parole orders and are targeted as intensive with high support needs.

POSITION OBJECTIVES:

1. To operate in partnership with the Case Managers of the DHS Youth Justice Program as required, and provide a contact point to discuss immediate needs to clients.
2. To reduce the rate, severity and frequency of re-offending.
3. To enable young people to make an effective transition to adulthood.
4. To develop young people's capacity for economic, social and cultural participation.

ORGANISATION CONTEXT / RELATIONSHIP:

The position of Intensive Case Support Worker, reports directly to the Youth Services Manager (Homelessness Program).

Internal Liaison:

- CEO
- Client Services Manager
- Youth Services Manager
- Other staff members and Managers
- Service Users

External Liaison:

- Department of Human Services
- The Salvation Army Brayton Youth & Family Services
- Local, State & Federal Government Departments
- Community Service Organisations
- Community Groups & Networks
- Statutory Authorities
- General Public

KEY RESPONSIBILITIES:

Service Delivery:

- In conjunction with the Youth Services Manager, operate in partnership with the DHS Youth Justice Case Manager to ensure a responsive, consistent, and well planned approach occurs for each client based upon their identified needs.
- Focus on reducing re-offending behaviours by ensuring the issues impacting on the young person's life (economic, social, behavioural, emotional, and environmental) are adequately and appropriately addressed.
- To build and maintain relationships with consortium partners, Youth Justice staff and broader services/networks, so as to work collaboratively with other service providers to ensure a continuum of care for young people.
- In collaboration with the DHS Youth Justice Case Manager, conduct ongoing needs assessment with clients.
- Maintain all tasks identified in the Case Plan, including but not limited to:
 - Housing support
 - Improving the pathways and transitions to education and/or employment for the young person, and ensuring these pathways and connections are sustainable.
 - Independent living skills development
 - Support the young person to reconnect to family (through strengthening the attachments/bonds), peer groups, community, and culture where it is safe to do so.
 - Social supports development
 - Assisting the young person to address their developmental and emotional/mental health needs
- Ensure young people referred to the program are linked to family and the community, have pathways to economic participation and have access to range of supports and services in relation to health, housing and developmental needs.
- Facilitating a sense of safety and belonging for the young person within his/her local community by planning what interventions the young person needs, and mobilising community resources to help meet these needs – especially around community interaction and participation and the development of broad community networks to support the young person.
- Attend and participate in all meetings involving the client.

- Provide transportation for clients, including to and from appointments and meetings and for other service requirements, per articulated in the support plan or as required.
- Actively participate in regular regional meetings with Youth Justice staff from partnered Community Organisations across the Hume Region.
- Complete incident reports and ensure such reports are presented within the timeframes stipulated by DHS.
- Support DHS Youth Justice with case management processes if and when required.
- As approved by the Youth Services Manager, be involved in networking with other agencies and groups committed to working at a broader level to address youth justice issues related to young persons who are re-entering society.

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 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.
- Participation in JSS' after-hours on-call service (on a roster basis), 3 months after employment with the organisation.

Performance Development:

- Actively participate in Junction Support Services' Performance Development System as per JSS' Performance Development Policy.
- Participate in own training and professional development as identified through the Performance Development System
- Be 100% compliant with all aspects of the Performance Development System

Administration:

- Maintain administrative requirements of the program including confidential client records/files, reports, reviews and data collection processes.
- Provide written reports as required – for example, quarterly progress reports.
- Input and maintain internal and external data collection processes on a regular basis.
- Maintain funding targets

Other:

- Participate in relevant meetings – for example, staff and team meetings; and other meetings as required.
- Provide placement support as required by the organisation.
- Other 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. Demonstrated experience in the Youth Services Sector, particularly with adolescents that have high risk needs or complex behaviours.
3. An understanding of the factors that can contribute to a young person's offending behaviour, with the ability to apply this knowledge when providing solutions and alternatives for changing those behaviours.
4. Experience in, and/or knowledge of, the Youth Justice System, relevant legislation, processes and procedures, and the ability to establish and maintain positive and productive working arrangements with a range of networks and partnerships.

BENEFITS:

- Personal use of an agency vehicle to the value of \$7,000 - \$8,500 per annum
- 5 weeks annual leave per annum
- 17.5% leave loading on 4 of the 5 weeks annual leave per annum
- 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 per annum (whichever occurs first) to contribute to relevant non mandatory and professional development training costs
- The support of regular internal supervision and external 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

CONDITIONS OF EMPLOYMENT:

This position is for 76 hours per fortnight and based in Wodonga. The service is operational Monday to Friday, 9.00am to 5.00pm. The position will require some work to be undertaken outside of normal working hours (separate to after hour's on-call). There is no paid overtime, but any extra hours worked will be accrued as Time in Lieu.

The salary for this position is classified under the Social and Community Services (Victoria) Award 2000 as Qualified Youth Worker, Class 3, Year 1 to Class 4, Year 2. The year selected as the commencement level of salary will depend upon qualifications and proven relevant experience, and includes the option of salary sacrificing. This position also includes personal use of an agency vehicle, with the requirement to pay for all fuel used for personal kilometres, including commuting to and from work. The terms and conditions of employment are in accordance with Junction Support Services' Enterprise Agreement (known as 'Central Hume Support Services Enterprise Agreement').

A maximum accrual 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 (pro rata for part time employees) 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, including at least two (2) professional referees, a criminal records check, Victorian Working With Children Check, proof of qualifications, and registration with the Department of Human Services.

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.

Accrued leave entitlements will be carried over for the successful internal applicant.

APPLICATION PROCEDURES:

All matters relating to employment are decided purely on the basis of qualification, experience, merit and ability, and upon the person's willingness and determination to take on a position and make a success of it. Junction Support Services does not bind itself to make any appointment whatsoever from applications received.

Applications **must** include the following:

- a covering letter;
- brief 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

Agency information, assistance with writing applications, JSS' police check policy, and any necessary forms can also be found on the JSS website – www.chss.net.au

Please feel free to contact Celestine Willmott, Recruitment Officer, with any queries regarding this role – (02) 6043 7434.

Applications must be received at Junction Support Services by **5.00pm, Monday 20th February 2012** in an envelope marked CONFIDENTIAL and addressed to:

Junction Support Services
Attention: Celestine Willmott
Recruitment Officer
PO Box 1490
WODONGA VIC 3689

or emailed to:

celestine.willmott@junction.org.au

Applicants invited to attend an interview must bring to the interview their original degree as proof of qualification.

Junction Support Services is an equal employment opportunity employer.