



JUNCTION SUPPORT SERVICES INC.
ABN 67 446 414 611

POSITION DESCRIPTION

ICMS / TRANSITIONS TEAM LEADER

February 2012

Junction Support Services (CHSS), 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 **ICMS/Transitions Team Leader** provides day to day operational support and crisis assistance to the Case Managers with the Intensive Case Management Service (ICMS) and Transitions Program areas; located within the Continued Care team. This also involves the training and development of new staff into the organisation's case management framework and ongoing coaching as required. The role also acts as a support to the Continued Care Manager, and also represents the organisation at various meetings and networks in the wider community.

ICMS – provides multi-disciplinary, intensive case management and youth outreach services to young people (aged 12 to 17) subject to statutory child protection orders, who are at a high level of risk, and for whom less specialised services would be ineffective in managing the level of risk or improving the young person's circumstances.

Transitions Program - assists young people to achieve better outcomes during their transition from Residential Care or other placement settings to independent living, by providing a further option prior to leaving statutory care. This is achieved through facilitation of the further development of young people's independent living and social skills by providing a more autonomous living arrangement. The aim being to provide an environment where these skills can be practiced whilst still receiving support and guidance, in addition to encouraging young people to link into employment, education and training.

POSITION OBJECTIVES:

1. Act as the first point of contact to discuss the immediate needs of clients with ICMS and Transitions Program staff, working in conjunction with the other Continued Care Team Leaders and Continued Care Manager.
2. Provide ongoing support to Case Managers within the ICMS and Transitions Program teams, ensuring program effectiveness and positive client outcomes.
3. Ensure that new staff become proficient in their role and undertake any staff coaching as required.
4. Oversee the intake and data collection systems for all programs within the team, ensuring they remain current, client centred, and meet all sector requirements.
5. Provide general support to the Continued Care Manager, particularly with representing the organisation at relevant meetings and maintaining the operational and registration standards of the ICMS and Transitions programs.

ORGANISATION CONTEXT / RELATIONSHIP:

The position of ICMS/Transitions Team Leader, reports directly to the Continued Care Manager.

Internal Liaison:

- CEO
- Client Services Manager
- Continued Care Manager
- Other Continued Care Team Leaders
- ICMS Case Managers
- Transitions Case Manager
- Leaving Care Case Managers
- Other staff members and Managers
- Service Users

External Liaison:

- Local, State & Federal Government Departments
- Community Service Organisations
- Community Groups & Networks
- Statutory Authorities
- General Public

KEY RESPONSIBILITIES:

Service Delivery:

- In partnership with the other Team Leaders and in conjunction with the Continued Care Manager, be available and respond to informal case work and operational requests/queries from staff in the Continued Care team.
- Maintain the SHIP, CRISSP and CRIS statistical reporting databases; including ensuring all staff are up to date with inputting their clients, performing 'extracts' and emailing them to the government authority.
- Maintain On-Call data and be responsible for developing the On-Call and Duty Manager rosters.
- Train and mentor all new staff in case management principles, to ensure proficiency by the end of the six (6) month probationary period.
- Provide coaching to staff as required, assisting with performance and professional development.
- Support staff with operational elements and action outcomes from their supervision.
- Support program staff in dealing with challenging behaviours or competing crisis demands.

- Effectively coordinate, approve and monitor staff Time Off in Lieu (TOIL) and leave.
- Ensure adequate coverage of case loads when staff take annual leave and TOIL.
- Respond to informal grievances/complaints from parents, clients and other Team Leaders as required.
- Maintain constant and regular communication with the Continued Care Manager.
- Keep the Continued Care Manager regularly informed of the ICMS and Transitions program's performance.
- Ensure the Continued Care Manager is informed of any emerging issues.
- Attend and represent the organisation at external network and regional meetings, as directed by the Continued Care Manager.
- Attend other program meetings as required, including Care Team Meetings and professional meetings with staff.

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

Performance Development:

- Actively participate in JSS' Performance Development System (PDS) as per JSS' Performance Development Policy
- Participate in own training and professional development as identified through the PDS, and encourage the training and professional development of others
- Ensure 100% compliance with all aspects of the PDS, both individually and across operational teams

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, progress reports.
- Input and maintain internal and external data collection processes on a monthly or quarterly basis.
- Maintain funding targets

Other:

- In cooperation with the other Team Leaders, be a contact point for the CEO and respond as required, when the Continued Care Manager is on leave.
- Provide placement support when required.
- Other duties as required by the organisation.

SELECTION CRITERIA:

1. A relevant tertiary qualification such as a Bachelor of Social Work.
2. The capacity to provide supervision to Case Managers who are working with adolescents with complex needs and challenging high risk behaviours.
3. Demonstrated understanding of the child protection statutory system.
4. A working knowledge of the Case Management Framework and strength based approach to client services.

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 in Wodonga and is operational between Mondays to Fridays, 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 salary for the ICMS/Transitions Team Leader is classified under the Social and Community Services (Victoria) Award 2000 as Social Worker Class 2, Years 3 – 4 (paid at over award wage), dependant upon qualifications and relevant experience. This remuneration package includes personal use of an agency vehicle, with the requirement to pay for all personal fuel used (including commuting to and from work), and the option to salary sacrifice. 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 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. Participation in the after hours on-call service is also required after 3 months of employment and is on a roster basis.

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 CHSS policy, which includes: at least two (2) professional referees; a criminal records check; Victorian Working with Children Check; registration with the Department of Human Services; 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 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 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 PROCEDURES:

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

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 . Alternatively, please contact Celestine Willmott, Recruitment Officer, for more information – 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:

Celestine Willmott
Recruitment Officer
Junction Support Services
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/certificate as proof of qualification.

Junction Support Services is equal employment opportunity employer.