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**Applicant Information Package**

**for the opportunity of**

**Case Worker (Child & Families)**

**Permanent Part Time**

**21 hrs per week**

**Junaya Family Development Services**



**APPLICATIONS CLOSE:**

**COB (5pm) Friday 13th Dec 2019**

Dear Applicant,

Thank you for your interest in the position of Case Worker (Learning Difficulties/Disabilities). This package contains the information you require to apply for the position, including:

* Overview about the Employer
* Job Description
* Selection Criteria

***About the employer…***

Our client Junaya Family Development Services (JFDS) is a community organisation located in Blacktown area and provides a range of services for families to assist in strengthening and building capacity.

**Services**

JFDS offers an Early Intervention & prevention program (EIPP) providing information and advice for families who have children 0-18 years, as well as a 12-week home visiting program for families who have children 0-18 years and who live in the Blacktown LGA. JFDS works alongside families, together exploring strengths, prioritising needs and developing plans to assist in meeting the needs and goals of the family.  This can include, however is not limited to the following:

* Pregnancy support / Developing routines;
* Child development and attachment
* Managing challenging behaviour;
* Budgeting / Heathy meals
* Assistance with accessing services such as Centrelink, Housing etc.

JFDS also has a Learning Difficulties/Disability project also for families who have a children 0-18 years who experience a learning difficulty or disability and who reside in the Blacktown LGA. In addition to Family Support/Home Visiting, the learning difficulties stream has options of specific areas of unique delivery, such as, however not limited to:

* Options to undertake observations of children across environments such as home, school and childcare;
* a comprehensive case management report of observations and recommendations, that can assist in providing a further understanding of the strengths and needs of a child, or young person, it can also provide an across environmental picture for further consideration of parents and specialists and assist with behavioural planning,
* Assistance with understanding of diagnosis and responding to recommendations of clinical reports;
* A range of learning difficulty specific tools and templates developed to assist in case planning

**Values**

Junaya Family Development Services values:

|  |  |
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| * Social Justice * Access * Equity * Rights * Participation * Empowerment | * Inclusiveness * Advocacy * Respect * Duty of Care * Values & Ethics |

**Principles**

Principles underpinning Junaya Family Development Services work practices include:

* Best Practice
* Social Justice
* Advocacy
* Empowerment

Leave work each day feeling part of making a difference to the local community! Find out more about Junaya:

[www.junaya.org.au](http://www.junaya.org.au)

***Some of the great benefits provided to employees…***

* Salary Packaging – a voluntary program that can increase your take home pay by expensing up to $16,000 per year tax-free (more details can be provided upon commencement)
* In addition to the figure above, an Entertainment fringe benefit of up to $2,500 per year (more details can be provided upon commencement)
* Use of a company pool car for work related travel when available
* Annual Leave Loading at 17.5%
* Paid leave between Christmas/New Year shutdown period in excess of legislated Annual Leave
* Excellent working environment

***Salary Packaging…***

This employer has been endorsed as a Public Benevolent Institute (PBI). As such, they can offer their employees access to salary packaging benefits. Salary packaging offers significant tax benefits which present an opportunity for you to increase your take home pay by allowing you to take part of your income as a tax-free benefit. Salary packaging is completely voluntary but if you choose to utilise this, it can decrease your taxable income and therefore tax paid, increasing the amount you take home each pay period.

***About the Position…***

This position provides client-centered, strengths-based, flexible and high-quality case management to help client’s and their families build their capacity including assessment, planning, referral and advocacy as well as group work activities.

***Position Details…***

**Location:** Blacktown

**Hours per week:** 21 hours per week in total

**Days per week:** 3 days each week

**Days of work:** To be negotiated

**Term:** Permanent Part Time

**Award Coverage:** Salary and conditions of employment will be as described in the NSW SCHADS Award.

**Salary:** Salary will be at Level 4. The Pay point to be determined with successful applicant dependant on experience etc. Please click [[here](https://www.fairwork.gov.au/ArticleDocuments/872/social-community-home-care-and-disability-services-industry-award-ma000100-pay-guide.pdf.aspx)](https://www.fairwork.gov.au/ArticleDocuments/872/social-and-community-services-employees-state-award-an120505-nsw-pay-guide.docx.aspx) for current Award pay rates.

**Positions available:** There is 1 vacant position being advertised.

**Travel:** The role is based at Blacktown location but works across the whole Blacktown LGA so some travel will be required for the purposes of home visits and group work etc. When a pool car isn’t available and personal car is used mileage reimbursement is paid in accordance with the Award.

***Probationary Period…***

A six-month probationary period applies to all positions at Junaya from the date of appointment. A probationary review will be conducted prior to conclusion of this period (at mid-point).

***Child Related Employment…***

This roles is classified as child related employment and as such, the successful applicant will be required to provide a copy of current clearance of a paid employment type NSW Working with Children (WWC) check (under the Child Protection (Working with Children) Act 2012). A copy of the letter you received from the Office of the Children’s Guardian confirming your identity, your NSW WWC check number and expiry date is suitable.

If you don’t currently hold a NSW WWC check, you do not need to gain this prior to applying for this job. Please accept this as advanced notice that should you progress through the recruitment process as far as to being offered the role, you would need to agree to apply for a check without delay as it can take up to 4 weeks to process. Fees involved are generally tax deductible.

However, if you currently hold a WWC check from another state or you hold a volunteer type NSW WWC, legislation does allow for you to start in the role assuming you apply to transfer to a new paid employment check within 3 months. So again, please note you do not need to gain this prior to applying for this job.

For more information, please visit the Office of the Children’s Guardian website

<https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>

***Recruitment process…***

* Short listing of applicants for interview and notification is normally completed within a one to two-week period of the closing date for applications. Likewise, unsuccessful applications will be notified in this timeframe also
* You may be invited to initially participate in a brief telephone interview to discuss your application further and your suitability for the role
* It is standard practise to interview with a Selection Panel. This Panel is responsible for assessing applicants for the position based on the Selection Criteria. Selection panels are usually comprised of 3 or more members
* Should you be successful in proceeding in the recruitment process, it is standard practice that a Police Background Check, NSW Working with Children check verification, ID check and reference check be conducted, however this will only occur after the interview
* In recognition that this recruitment activity is occurring close to the Christmas period, it is anticipated that the successful candidate would commence in late January 2020 or early February 2020
* Please be advised this employer over the Christmas/New Year break - closing on Friday 20/12/2019 and will reopen Monday 06/01/2020.

***How to Apply…***

To apply for this role please note the following:

* Applications will only be considered where the Applicant has submitted all documents as mentioned in the Application checklist below. To assist you, please utilise Attachment 1 and Attachment 2 following. You can either print and handwrite on these forms or type into them directly from your computer and then attach them to an email.
* If providing photocopies make sure they are clear / easy to read
* Your resume should outline your previous work history in chronological order starting from your most recent position, together with a brief description of the duties associated. It should also outline your education and training and a good guide is to keep it to 3-4 pages maximum.

***Application Checklist…***

When submitting your application please ensure you have enclosed the following:

* Your resume *(including details of your employment history with dates, educational qualifications and 2 professional work related referees)*
* Employment Application Form *(attachment 1 following – stating the name of the position you are applying for a brief indication of what attracted you to apply for the role)*
* Response to Selection Criteria Form *(attachment 2 following)*
* And a covering letter if you wish outlining what interesting you in applying for this role

When you have all these prepared, send it to the following email address:

[jobs@totalworkforceservices.com.au](mailto:jobs@totalworkforceservices.com.au)

*Important: Please ensure you submit a full application with all the items as mentioned above. Applications not including all the items above will be asked to resubmit their details before the closing date to enable the application to be considered by the Selection Panel.*

Receipt of your application will be confirmed by email.

***Still looking for more information?***

If you have any questions or would like to talk a bit more about this job before applying, please feel free to call us on (02) 4555 4634 or email [jobs@totalworkforceservices.com.au](mailto:jobs@totalworkforceservices.com.au)

Thank you for your expression of interest regarding employment with this employer.

Good Luck!

***The Position Description…***

**JUNAYA FAMILY DEVELOPMENT SERVICES INC.**

**JOB DESCRIPTION: CASE WORKER**

**EARLY INTERVENTION PREVENTION PLACEMENT**

**Position:** Caseworker (Children & Families)

**Classification:** Social, Community, Home Care and Disability Services

Industry Award, 2010: Level 4 (Salary Sacrifice

available)

**Reports to:** Manager

**Hours per week:** 21

**All staff are required to build and sustain collaborative working relationships with all staff and community partners and treat colleagues with respect, courtesy, fairness and good faith.**

**Organisational Context:** Junaya Family Development Services Inc. is located in Western Sydney and provides a wide range of services and activities to families and communities experiencing disadvantage and build a socially inclusive society.

**Key responsibility:** This is a targeted position to engage with and build the capacity of families experiencing issues such as domestic/family violence, relationship breakdown, mental health, disability, drug and alcohol and by lack of infrastructure provisions.

**Overall Objectives:**

1. Provide sensitive and appropriate strength-based client-centred assessment. case planning in consultation with client, case management and review and group work activities to families and their children who are isolated by disadvantage, experience domestic and family violence, relationship breakdown, mental health issues, disability, drug and alcohol addictions and by lack of infrastructure provisions for the necessities, e.g. public transport, child care facilities, schools and public health services
2. Engage with families to facilitate them to develop the requisite skills and knowledge thus empowering them to participate more fully in society and access services relevant to their needs
3. Provide a nurturing and secure environment for families and promote positive self-esteem
4. Provide services that are sensitive, appropriate and respectful of their cultural background, language, abilities and religious or other beliefs
5. Maintain confidentiality within legislative requirements
6. Demonstrate professional behaviour to families, staff, management, and staff in other service systems
7. Work within a collaborative team environment
8. Adhere to Policies and Procedures Operate consistently within organisational policies & procedure in relation to all aspects of client work, partnerships and governance

**Direct Services**

1. Provide advice, referral and support to client/client families
2. Apply strengths-based, client-centred practice and, in consultation with client develop an agreed case plan that is goal directed and has measurable & clearly defined outcomes/expectations
3. Inform client family of service delivery model and their rights & responsibilities
4. Ensure case plan is inclusive of a mix of services that meet the needs of child/ren and their family, i.e. counseling, home visits, specific capacity building activities, telephone contact, supported advocacy & referrals to specialist services (health, legal)
5. In consultation with Case Managers, plan, deliver and evaluate in formation sessions and group work activities that meet identified need
6. Provide home visits having conducted risk assessment and management, and case management services at other locations
7. Foster and further build positive parenting skills and strategies that enhance parents’ confidence and skills in positively interacting with their children.
8. In consultation with families, assist in the organisation and facilitation of out of school hours activities and programs appropriate to their aspirations, educational, social and emotional needs
9. In consultation with internal/external stakeholders, plan, deliver and evaluate group work activities that build the client’s capacity
10. Work collaboratively with other services to address client needs, e.g. multidisciplinary case management, group work, information sessions
11. Ensure that client records are maintained according to policies and procedures and legislation
12. Gather and record appropriate data for funding provider and organisational accountability
13. Ensure work practices are reflective and consistent with the rights of the client, the children and comply with legislative requirements, service philosophy and policy
14. Participate in client evaluations systems
15. Preserve confidentiality and privacy (within the limits of the law) and maintain high standards in relation to access to confidential information
16. Ensure information is recorded, stored, secured and accessed in accordance with the IT policy and organisational standards.

**Organisational Responsibilities**

1. Attend all staff/team meetings
2. Attend annual performance appraisals with the Manager
3. Attend case management and organisational supervision to enhance professional practice and development goals, and identify ways to address those goals
4. Attend relevant training and professional development that build capacity that results in positive outcomes for clients
5. Engage collaboratively in annual staff appraisals
6. Provide written reports to Manager inclusive of data
7. Maintain knowledge of and comply with government legislation and strategic directions with specific focus on child protection, domestic/family violence, mental health, AOD and housing
8. Maintain knowledge of and comply with contractual obligations of the organisation
9. Contribute to the development, implementation and review of the JFDS’ Strategic plan
10. Participate in the development and sustainability of a collaborative and supportive organisational culture
11. Practice principles of good teamwork

**Workplace Health and Safety**

1. Contribute to identifying and managing workplace health and safety
2. Conduct other duties as directed by the Manager in line with this position description

*The above list is not exhaustive and the role may change to meet the overall objectives of the organisation.*

**Essential Criteria**

* Minimum Diploma in Community Services or equivalent
* Minimum 2 years’ experience in case management for families with complex presentations (e.g. domestic/family violence, relationship breakdown, mental health, disability, drug and alcohol and by lack of infrastructure provisions for the necessities)
* Demonstrated understanding of domestic/family violence, child protection issues, mental health, AOD related issues and the impact on children/young people and their families
* Demonstrated ability to work within a strengths-based, client-centred framework & ability to build a good rapport with clients working in a sensitive and respectful manner
* Demonstrated experience in planning, delivering and evaluating group work activities
* Highly developed communication and interpersonal skills
* Cultural competence and ability to work with diverse communities
* Demonstrated experience in developing sustainable collaborative partnerships with other services
* Computer skills and experience working with client information electronically
* Ability to preserve & maintain confidential information
* Demonstrated experience and understanding and working knowledge of relevant legislation (i.e. Keep Them Safe)
* Current driver’s licence and regular access to own comprehensively insured vehicle
* Current NSW Working with Children check clearance and willingness to participate in a National Police Background check

**Desirable Criteria**

* Knowledge of services for children/young people and families in the Blacktown and surrounding LGA’s
* Fluent in a language other than English

***Attachment 1***

Employment Application Form

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| **Personal Details** | | | | | | | |
| First Name: | | |  | | Surname: | |  |
| Preferred Name *(if different):* | | |  | |
| Postal Address: |  | | | | | | |
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| Phone | Business Hours: | | |  | | | |
| After Hours: | | |  | | | |
| Email address: | |  | | | @ |  | |

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| **Application Details** | | |
| Position you are applying for: | 004JUN – Case Worker (Child & Families) | |
| What interested you in applying for this position? |  | |
| Where did you see this job vacancy advertised? |  | |
| Referee Details  *(Please provide 2 professional referees who can comment on your work skills. One must be a recent supervisor. Make sure you give us their current contact information and let them know we may be contacting them.)* | Name: |  |
| Organisation: |  |
| Title: |  |
| Phone: |  |
| Name: |  |
| Organisation: |  |
| Title: |  |
| Phone: |  |

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| --- | --- | --- | --- |
| **Additional Details** | | | |
| What is your current work authorisation? | * I am an Australian Citizen/ permanent resident * I hold a current working VISA * I require sponsorship to work in Australia | | |
| Do you hold a current NSW Driver’s License | * Yes | | * No |
| Have you ever worked for JFDS House before? | * Yes | | * No |
| Do you hold a current NSW paid employee Working with Children check clearance? | * Yes | Clearance number: WWC \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ E  Expiry date: / | |
| * No | * *My application is imminent; I will have this soon* * *I can apply for this if required* | |
| Note: As of 15th June 2013 the legislation for WWC checks changed, for more information please visit the Commission for Children & Young People's website [*www.kids.nsw.gov.au/Working-with-children/New-Working-with-Children-Check*](http://www.kids.nsw.gov.au/Working-with-children/New-Working-with-Children-Check) | | | |

Applicant Declaration

* I declare that the above information provided by me is true and correct.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Attachment 2***

Response to selection criteria form

*To assist you in completing this form…*

#### Tell us about any relevant work experience, qualifications, skills and/or knowledge you have that are relevant to this position

#### The most recent the information, the better. Try to provide detail about duties performed most recently and avoid including information not relevant to this position you are applying for

#### Remember to tell us about both direct experience / skills (i.e.: from the same types of work) as well as experience and experience you may have gained from other places

#### It is good to give specific examples of what you know, where you learnt it and to give concrete examples of how you have applied it in the past (e.g: where/how you’ve used these skills before)

#### Try to give different examples to each criteria that show how you meet them rather than repeating the same information/examples

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| **Your Name:** |  |
| **Application:** | 004JUN – Case Worker (Child & Families) |

**Essential:**

1. Please list your educational qualifications in Community Services or equivalent

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1. How many years’ case management experience do you have working for families with complex presentations (e.g. domestic/family violence, relationship breakdown, mental health, disability, drug and alcohol and by lack of infrastructure provisions for the necessities)

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| --- | --- |
|  | None |
|  | Less than a year |
|  | 1 year |
|  | 2 years |
|  | 3-5 years |

1. What is your understanding of domestic/family violence, child protection issues, mental health, AOD related issues and the impact on children/young people and their families?

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1. Please comment on your ability to work within a strengths-based, client-centred framework & ability to build a good rapport with clients working in a sensitive and respectful manner

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1. What is your experience in planning, delivering and evaluating group work activities

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1. Please comment on your communication and interpersonal skills

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1. Please comment on your cultural competence and ability to work with diverse communities

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1. What is your experience in networking and working in collaboration with other stakeholders?

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1. Please comment on your computer skills and experience working with client information electronically

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1. Please comment on your ability to preserve & maintain confidential information

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1. What is your understanding and working knowledge of relevant legislation (i.e. Keep Them Safe)?

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