



Total Workforce Services

**Applicant Information Package  
for the opportunity of**

**Team Leader**

**Full Time**

**35 hrs per week**

**Junaya Family Development Services**



**APPLICATIONS CLOSE:**

**COB (5pm) Tuesday 23<sup>rd</sup> Mar 2021**

Dear Applicant,

Thank you for your interest in the position. 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 Inc. (JFDS) is a community organisation located in Blacktown and provides a range of services for families to assist in strengthening and building their capacity.

### **Services**

JFDS delivers the Targeted Early Intervention Program to families, children and young people who are experiencing vulnerability and provides casework services and group work activities that build their capacity and strengthen their families.

JFDS also provides services to families with children 0-18 years with learning difficulty/disability.

### **Values**

Junaya Family Development Services values:

- Social Justice
- Access
- Equity
- Rights
- Participation
- Empowerment
- Inclusiveness
- Advocacy
- Respect
- Duty of Care
- Ethical Practice

Leave work each day feeling part of making a difference to the local community!

## ***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 high level leadership to staff working in the Targeted Early Intervention (TEI) program and supervision of service delivery to ensure high standard is achieved, deadlines are met and services are delivered in a culturally sensitive, inclusive, and respectful manner.

For more information about the TEI program visit <https://www.facs.nsw.gov.au/providers/children-families/early-intervention/TEI-program>

## ***Position Details...***

<b>Location:</b>	Blacktown
<b>Hours per week:</b>	35 hours per week in total
<b>Days per week:</b>	5 days each week
<b>Days of work:</b>	Monday - Friday
<b>Term:</b>	Full Time
<b>Award Coverage:</b>	Salary and conditions of employment will be as described in the NSW SCHADS Award.
<b>Salary:</b>	Salary will be at Level 5, pay point to be determined with successful applicant. Please click <a href="#">here</a> for current Award pay rates.
<b>Positions available:</b>	There is 1 vacant position being advertised.
<b>Travel:</b>	The role is based in Blacktown but some travel may be required to attend meetings, functions and other commitments. When a pool car isn't available and personal car is used mileage reimbursement is paid in accordance with the Award.

## ***Child Related Employment...***

This role 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 must gain this prior to applying for this job. Please accept this as advanced notice should you progress through the recruitment process as far as to being offered the role.

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
- 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 practice 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. If invited for an interview, please bring the original documents of your qualifications.
- 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

## ***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: TEAM LEADER**

*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.*

Position: Team Leader (TL): Targeted Early Intervention Program

Hours per week: 35 hours per week to be worked across 5 weekdays.

Classification: SCHADS Award: Level 5

Reports to: General Manager

#### **KEY RESPONSIBILITIES**

1. To provide high level leadership to TEI staff
2. To provide high standard case work services and some group work activities
3. To ensure services to diverse clients are delivered in a culturally sensitive, inclusive, and respectful manner.
4. To provide regular high-level support and supervision to TEI staff and foster team development.
5. To develop and maintain key stakeholder networks and relationships.
6. To ensure compliance with legislation and JFDS Policies and Procedures.
7. To ensure high standards of professional practice and review of practice approach
8. To attend staff team meetings and group supervision with external supervisor.
9. To ensure data is entered by TEI staff within 48 hours of each client contact.

#### **WORKING WITH CLIENTS (Youth Focus)**

1. Ensure that Case Family Workers operate consistently within JFDS Policies & Procedures in relation to all aspects of their work with clients, the community and partners.
2. Ensure all team members deliver culturally respectful and safe interactions with people from diverse backgrounds.
3. Ensure that client records are maintained according to JFDS Policies & Procedures, legislation and DCJ requirements.
4. Allocate new clients to case workers in the context of their existing workload and complexity of their case load.
5. Participate in case reviews as required.
6. Ensure intake, assessment, case planning and case management is fair, equitable and inclusive of the rights and participation of clients.
7. Plan and deliver home visits as required having first conducted and recorded a risk assessment.
8. Ensure that the needs of children and young people are identified, case management plans and advocacy systems are in place to address their individual needs.
9. Ensure work practices are reflective and consistent with the rights of the client, the children and comply with legislative requirements, service philosophy and policy.
10. Provide advocacy to clients to access services/resources they need to give full effect to their case plan.
11. Preparation of legal document/s as requested by government agencies and legal authorities i.e., Family Children's court & DCJ in relation to Subpoenas.

## **GROUP WORK**

1. In consultation with the General Manager and Facilitator: Group Work, deliver, resource and evaluate group work activities that build participant's capacity and provide information to enable greater access to mainstream services, knowledge of rights and entitlements and the opportunity to connect with other members in their communities.
2. Group work will be held in venues that are accessible to clients and are cost free to clients.
3. Plan and deliver all group work activities in other suitable venues that are accessible and safe and, the rights of all participants are respected.
4. Provide participants with encouragement and support and build their confidence.
5. Provide refreshments that are nutritious and in line with known allergies and cultural considerations.
6. Provide participants with evaluation forms, analyse forms to inform continuous quality improvement.
7. Maintain records of all group work activities including names, contact details and completed evaluation forms.

## **RESPONSIBILITIES TO TEAM MEMBERS**

1. Contribute to building a culture that is ethical and supportive.
2. Provide regular case management support to staff on client and community interventions.
3. Provide support to team members to conduct risk assessment and management plans and complete critical incident reports when required.
4. Ensure all staff are supported to access to appropriate training, e.g., child protection and WH&S that enhances their capacity to deliver services.

## **EXTERNAL STAKEHOLDERS**

1. Build and maintain strong collaborative relationships with local and regional services, inter-agencies, and communities to address issues, needs and aspirations that build referral pathways to other services.
2. Promote JFDS at local and regional inter-agencies, forums and networks and contribute to issues based working groups that progress the interests of JFDS client groups.
3. Attend, contribute to one interagency to promote JFDS and progress the rights of the targeted population groups.

## **ORGANISATIONAL**

1. Provide a monthly report against agreed work plan to the General Manager and Board
2. Implement monitor TEI Workplan and update annually.
3. Work with General Manager to update Program Logic annually.
4. Attend, contribute and participate in staff/team meetings.
5. Participate in annual staff performance appraisal.
6. Contribute to identifying unmet needs.
7. Contribute to organisational events, e.g., AGM, SGM and other events.
8. Implement JFDS Policies & Procedures manual and ensure all team members also comply.
9. Preserve confidentiality and maintain high standards in relation to access to confidential information relating to clients/families and organizational business.
10. Conduct other duties as directed by the General Manager in line with this job description.

# Attachment 1

## Employment Application Form

### Personal Details

First Name:

Preferred Name (if different):

Surname:

Postal Address:

Phone

Business Hours:

After Hours:

Email address:

@

### Application Details

Position you are applying for:

009JUN – Team Leader

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:



**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

- |                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Have you ever worked for JFDS before?

- |                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Do you hold a current NSW paid employee Working with Children check clearance?

- |                              |   |
|------------------------------|---|
| <input type="checkbox"/> Yes | Clearance number: WWC _____ E<br>Expiry date:                    /  |
| <input type="checkbox"/> No  | <input type="checkbox"/> <i>My application is imminent; I will have this soon</i><br><input type="checkbox"/> <i>I can apply for this if required</i> |






*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

<b>Your Name:</b>	
<b>Application:</b>	009JUN – Team Leader

### **Essential:**

1. Please list your educational qualifications relevant to this role

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2. How many years' experience do you have in a similar role (i.e. the management and provision of casework services and group work activities to families experiencing domestic/family violence, child protection issues, mental health issues, AOD, disability/learning difficulties, homelessness and related issues and comprehensive understanding of the impact of these issues on families)?

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3. Please explain your knowledge of high-level case work and group work practice

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4. Please comment on your cultural competence and how you would work with CALD people and their communities, Aboriginal peoples and their communities, LGBTI people and their communities

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5. Please comment on your leadership and provide examples

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6. Please explain your experience in staff management

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7. Please comment on your experience in building and maintaining constructive working relationships with key stakeholders and excellent networking skills

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8. Please comment on your written and verbal communication skills

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9. Please comment on your knowledge of the DEX Reporting System and Community Data Solutions (Client & Case Management).

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10. What accreditation do you have in group work programs specifically Keep Them Safe (or equivalent)

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11. Are you fluent in any other languages? *(this is a desirable criteria so okay this question is optional to answer)*

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