

Southern Junction Community Services

Re Information for Applicants

Dear Applicant,

We are pleased to provide the attached information about the recently advertised roles.

The position is outlined in the attached documents which are intended to provide an introduction to our organisation and to give you an overview of the role for which you have expressed an interest.

Your application should address the job and person specification and demonstrate your ability to adequately fulfil the role.

A recent (within 4 weeks) police clearance is required for all new employees and is a condition of employment. Applicants are responsible for procuring and providing this report with their application. Upon appointment, Southern Junction will reimburse the cost of this report (approx \$50).

Successful applicants may be required to undergo a medical examination that relates to the function of the position.

I thank you for your interest in this position and look forward to receiving your application.

Regards,

Graham Brown Chief Executive Officer
Southern Junction Community Services

Applicants please note:

Applications should include:

- Your resume including contact details, formal qualifications and outline of work history
- A 2-3 page outline of how you believe your previous experience, skills and/or qualifications would enable you to be effective in this role.
- Names and contact details of three referees.
- A valid and satisfactory Police clearance dated within 4 weeks of application.

Closing Date: 5pm on the date included with the advertisement

Applications should be addressed to:

*Human Resource Manager
Southern Junction Community Services
PO Box 66
Christies Beach SA 5165*

SOUTHERN JUNCTION COMMUNITY SERVICES

Southern Junction Community Services is a not-for-profit, community organisation with a proud heritage of dynamically responding to the needs of disadvantaged and marginalized young people and families in Adelaide's southern suburbs and the Fleurieu Peninsula that spans over 25 years. The organisation is currently moving into a growth and development phase which will expand the range of programs to incorporate provision of a wider range of services.

Southern Junction works collaboratively with groups and individuals, other organisations and government agencies to develop and deliver an increasingly diverse range of support and intervention services which enable people to cope more effectively with their current circumstances and make positive choices for the future.

The **governance** of Southern Junction is supported by an experienced Board of Directors with broad experience and high levels of expertise in the community, health, housing, education and business sectors.

The **staff** of Southern Junction is admired for its professionalism and commitment to the provision of high quality client-focused services. The staff value and enthusiastically support the organisation's culture which embraces learning and striving for continuous quality improvement.

Statement of Purpose

Southern Junction Community Services will provide quality information, accommodation and support services relevant to people who are socially or economically disadvantaged, are homeless or at risk of homelessness. We will work with other agencies, groups and individuals in the community to overcome barriers, develop resilience and enhance the community connectedness of groups and individuals.

Vision Statement

The value of all groups and individuals is actively demonstrated by the way they are included and enabled to participate in the community.

Mission Statement

Southern Junction Community Services will work in a way that is people focused, flexible and responsive, with an emphasis on early intervention and prevention. Our work will reflect the belief that all people have the right to pursue and achieve independence and self-reliance.

Core Values

Southern Junction Community Services aspires to deliver flexible and responsive services that are underpinned by the following core values:

- **RESPECT** ~ Every person deserves to be treated with respect
- **TRUST** ~ Safety and trust are the foundations of healthy families and relationships
- **INCLUSION** ~ Inclusive communities value and embrace diversity
- **INTEGRITY** ~ Acting in a way that is honest, just and open to others

Objectives

- To provide quality information, accommodation and support services relevant to people who are socially or economically disadvantaged, are homeless or at risk of homelessness.
- To work with other agencies, groups and individuals in the community to overcome barriers, develop resilience and enhance the community connectedness of groups and individuals.
- To dynamically respond to the changing needs of the community.
- To provide adequate, appropriate, secure and affordable accommodation for people in need.
- To provide information, support and encouragement in a way that will enable people who access services whilst achieving the maximum possible degree of independence and self-reliance.
- To encourage and support the maintenance of family ties and, where appropriate, the reuniting of the family unit.
- To work in partnership with the community to encourage support and raise awareness of homelessness and other issues facing disadvantaged people.
- To work in a manner that upholds the dignity and worth of all people, enhances their self-esteem, is sensitive to their social and economic circumstances and respects their cultural backgrounds and beliefs.

Service Principles

We recognise that the services of Southern Junction are most effective when:

- We are mindful of the needs of families, especially young people and children
- We support and promote health and well-being
- We work collaboratively and in partnership with our clients and others to achieve the best possible outcomes
- We offer support to children, young people and families for as long as needed and as resources allow
- We optimise opportunities to intervene in a way that makes a positive difference
- We are sensitive to individual differences, beliefs and circumstances
- We advocate for positive changes in the lives of individuals, families and the community
- We strive for continuous improvement in our services

Onkaparinga Youth Services (OYS) Model

OYS is a partnership with the City of Onkaparinga for the delivery of recreational, arts and cultural activities to young people aged 8-18 years. These are 'universal' services, targeted at all young people within this age range in the City of Onkaparinga.

OYS is a new and innovative service that departs from the traditional definition of 'young people'. The programs and activities are yet to be developed and will provide pathways, opportunities and referrals that support an increased level of participation in community life and awareness of the options available to support personal aspirations and passions for children and young people. OYS will use a capacity building and youth development approach that provides growth and development opportunities in safe and supportive environments. These programs will be delivered using strengths based approaches and will focus on engaging the target group through recreation, music, arts and culture. Programs and activities delivered by OYS will be responsive to the interests and needs of children and young people by involving them in program development and evaluation.

OYS is delivered across three well established sites (Reynella, Christie Downs and Aldinga) and we are responsible for the management of these sites. Programs and activities will be delivered at these sites and will include out of school hours and school holiday activities.

The partnering relationship with the City of Onkaparinga is a key component of this contract and does not take the traditional funder/provider approach to service delivery. It is a joint approach to service provision and risk taking and relies on extensive communication, trust and openness between the two organisations. Much of the detail of the reporting and service targets for OYS will be jointly established and agreed between the City of Onkaparinga and SJCS through a workshop process early in the contract. This position will be the first point of contact between the City of Onkaparinga and SJCS.

OYS aligns with SJCS' approach of moving people from 'crisis to connectedness'. This approach is particularly focussed on social inclusion and connecting people into their local communities, building their resilience and resource base. This fits with SJCS' Triennial Plan 2009-2011, strategies 3B ('Support social inclusion and community cohesion.') and 3D ('Empower and equip young people to live well in the community.').

The position of Centre Support Officer presents an exciting opportunity for passionate and energetic people to be part of shaping and developing a new and innovative service, working closely with the City of Onkaparinga and other local agencies.

Duty Statement: Overview of Role

Role Title: **Centre Support Officer Onkaparinga Youth Services**
Level 1/2 SACS Award

Roles Description:

The Centre Support Officer is responsible to the Centre Coordinator for administration, reception and other support duties at specific sites related to Onkaparinga Youth Services.

The Centre Support Officer will be the first point of contact for centre users. They will take bookings from external hire groups and provide the administrative functions for the sites in conjunction with volunteers.

They will have contact with relevant internal and external stakeholders that may run programs and activities in the site. They will interact in a positive manner with the children and young people attending programs and activities at the site. They may also provide some support to programs being run at the centres.

Responsibilities of all staff

- To be an active member of the staff team which upholds the ethos and core values of Southern Junction Community Services as outlined in the vision, and values statements.
- To facilitate the effective functioning of relevant programmes by working within the established policies, principles practices and procedures of SJCS.
- To assist in the establishment and maintenance of safe working conditions by adhering to Occupation Health and Safety guidelines.

Role in Organisational Framework

- Participate in service review practices and contribute to the continuous improvement of program, site and task-specific procedures to ensure that they uphold SJCS policies, principles and practices.
- Work within established practices and routine procedures that enable efficient service outputs.

Specific Responsibilities include:**Service Provision: (not in order of significance)**

- Accountable for all administration and service delivery functions, as delegated by the OYS Coordinator.
- Expenditure of petty cash amounts following authorisation by the OYS Coordinator.
- Advise the OYS Coordinator of emerging issues and critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s).
- Conduct assigned services and carry out tasks within established policies, principles, practices and service/task specific procedures.
- Actively participate in regular team meetings.

- Contribute to clear, effective and appropriate communication between other team members and with the OYS Manager.
- Contribute to the delivery of high quality services.
- Work within established or negotiated financial and time constraints.
- Participate in service/task -related activities and networks following negotiation with the OYS Coordinator.
- Maintain records of activities as required for accountability purposes.

Organisational Relationships:

- The Centre Support Officer is employed by the Board of Southern Junction Community Services.
- The Centre Support Officer is responsible to the OYS Coordinator and reports to the OYS Coordinator.
- The Centre Support Officer manages relationships with other government and non-government agencies, members of the community, SJCS clients and other SJCS staff.

Extent of Authority:

- Carrying out assigned responsibilities as set out in role description and as authorised by the Coordinator/Portfolio Manager.
- Task-specific decision-making within established guidelines.

Person Specifications:

Required qualifications, skills, knowledge, experience and other attributes.

Skills Required

- Strong customer service focus.
- Ability to interact with children and young people in a positive manner.
- Ability to work positively with volunteers.
- Ability to use initiative and judgement to resolve issues and to seek assistance and guidance when necessary.
- Ability to prioritise and organise work to meet conflicting demands.
- Ability to work in a team.
- Typing Speed in excess of 35 wpm.
- Competent in use of MS Office Software Applications.
- Ability to work under general supervision and to use initiative in order to progress assigned tasks.
- Sound record keeping skills.
- Basic knowledge of routine financial tasks eg petty cash.
- Oral communication is clear, both in person and over the telephone.
- Ability to write clearly and professionally ie good spelling and use of grammar.
- Ability to demonstrate respect to all people and maintain confidentiality.
- Ability to work under pressure for short periods in order to meet deadlines.

Experience required

- Experience of using MS Office software applications

Desirable but not essential attributes:

- Experience working in a community centre environment or a community service facility.
- Experience in, or understanding of, the non-government community sector.
- Willingness to work flexible hours when necessary.