

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 OYS Coordinator presents an exciting opportunity for a passionate and energetic professional 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: **Coordinator Onkaparinga Youth Services**
Level 4 SACS Award

Roles Description:

The Coordinator is responsible to the Portfolio Manager for the day to day co-ordination of services and procedures at specific sites related to Onkaparinga Youth Services.

The coordinator will directly supervise, coordinate, assist and guide the day to day activities of team members. They will manage the use of the building by external hire groups and be coordinate the administrative functions for the sites.

They will liaise with relevant internal and external stakeholders that may run programs and activities in the site. They will also interact in a positive manner with the children and young people attending programs and activities at the site. They will work supportively with volunteers.

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

- To advise the Portfolio Manager of emerging issues and critical incidents that may impact upon the growth, stability and sustainability of the program area.
- To ensure that the activities of the specified service(s) are in keeping with established Southern Junction Community Services policies, principles, practices and service procedures.
- Convene and facilitate regular team meetings and ensure that minutes are circulated.
- Facilitate efficient administration of the assigned program/service(s).
- Facilitate effective and appropriate communication with the Portfolio Manager, administration and service delivery team meetings.
- Ensure delivery of high quality customer services.
- Ensure that assigned responsibilities and tasks are conducted in keeping with established policies, principles, practices and program/task-specific procedures.
- Contribute to the pursuit of continuous quality improvement of service(s).
- Financial management of designated sections of annual program operating budget as in conjunction with the Portfolio Manager.
- Participation in service-related networks and forums as appropriate and following negotiation with the Portfolio Manager.
- Collection, storage and reporting of accurate and timely service-related data.

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

- Supervise and coordinate the day to day activities of team members and ensure that service delivery practices are within established SJCS policies and procedures.
- Liaise with the Portfolio Manager to develop and maintain practices and local procedures where necessary.
- Participate in Human Resource practices including regular staff supervision and annual appraisal processes, recruitment, induction and staff training.
- Preparation and presentation of monthly program reports, Board submissions and interview panel reports and referee summaries.
- Oversee case management practices and processes for clients and assist team members in case planning and coordination.
- Work collaboratively with other agencies in the development and provision of appropriate activities and programs that support the needs of clients.

Organisational Relationships:

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

Extent of Authority:

- Administration and monitoring of specified sections of relevant program operating budget as delegated by Portfolio Manager, following organisational procedures.
- Service-specific decision making within established limits following delegation by Portfolio Manager.
- Administration of services and procedures as delegated by Portfolio Manager.
- Other, as approved by the Portfolio Manager and within SJCS policy and practice guidelines.

Person Specifications:

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

Skills Required

- Strong customer service focus, the ability to develop positive relationships and to resolve difficulties with service provision.
- Ability to work with children and young people in a positive and empowering manner.
- Ability to develop strong working relationships with other local agencies.
- Ability to support the Portfolio Manager in the preparation and administration of grants and the formulation of budgets.
- Ability to use initiative and judgement to resolve issues and to seek assistance and guidance when necessary.

- Ability to work positively and creatively with children and young people.
- High level of interpersonal skills that encourage the participation and cooperation of others in community activities.
- Ability to support, empower and skill members of the community.
- Ability to prioritise and organise work to meet conflicting demands.
- Strong verbal and written communication skills.
- Ability to make independent decisions, having regard to policy guidelines, organisational practice and resource constraints.
- Ability to plan, implement and evaluate community service programs and projects.
- Demonstrated effective leadership skills, and an ability to delegate when appropriate.
- Effective team building skills.
- Ability to coordinate and supervise the work practices of other team members.

Knowledge required

- Knowledge of customer service principles and practice.
- Knowledge of organisational programs, policies and activities.
- Sound knowledge of volunteer management principles and practices.
- Knowledge of community based funding processes.
- Sound knowledge of community development principles and practice.
- Understanding of Social Justice principles - including issues regarding equity of access, discrimination and equal opportunity, individual rights and privacy.
- Knowledge of and respect for cultural and lifestyle differences.
- An understanding of relevant statutory requirements and relevant legislation (EO, OH&S, Workers Compensation, Child Protection and mandatory reporting).

Experience required

- Experience in a community development role.
- Experience in the management of community service facilities or programs.
- Experience preparing, implementing and evaluating grant funded programs.
- Experience working with people in the community in an empowering and respectful manner to achieve their goals and potential.
- Experience working in partnership and collaboration with a range of human service providers, community groups and individuals.
- Experience managing or supporting volunteer based programs.

Desirable but not essential attributes:

- Experience working in a community centre environment or a community service facility.
- Tertiary qualifications in human services and/or social work
- Appropriate training and experience in management or leadership.

Educational Requirements:

- First Aid certificate (or willingness to obtain).
- Current SA Drivers Licence (Car).