



POSITION TITLE:	Residential Care Worker
POSITION NUMBER:	OH003
POSITION LOCATION:	Warrnambool
CLASSIFICATION:	SCHADS Level 2 - 3 (PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM /DIVISION:	Residential Care Team – Child and Family Services Division
EMPLOYMENT CHECKS:	Current National Police Check and Working with Children Check

OUR ORGANISATION

Brophy Family and Youth Services is a quality accredited Child Safe, not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland, Hamilton and Colac.

Brophy Family and Youth Services actively values and promotes diversity in our community and affirms our commitment to always be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTI inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

DIVISION AND PROGRAM OVERVIEW

The Out of Home Care Services Division of Brophy looks after children and young people when a family needs support, in cases of family conflict or if there is a significant risk of harm or abuse in the family home. A number of key frameworks and models are used by the division's enthusiastic and skilled staff to achieve this purpose. These include but are not limited to: Gender and Trauma Informed practice, Advantaged Thinking, Motivational Interviewing and task focussed interventions.

PRIMARY PURPOSE OF ROLE

Our Residential Care Workers are required to participate in the day to day operations of the houses, including responding to the child or young person's emotional and functional needs, development of their personal skills, administrative requirements and household duties.

Working within the principles of the client care plans developed by the Foster Care Placement Teams, the primary objectives & responsibilities of the Residential Care Worker are to:

- Use all interactions as opportunities for therapeutic gain and positive engagement of the clients through goal directed, planned and integrated therapeutic interventions.
- Support children & young people to maintain important links with their family of origin, friendship network and where appropriate the local community.
- Ensure an environment that provides a sense of safety, structure, acceptance and security at all times for children & young people through effective and supportive role modelling.
- Ensure that at all times, the children & young people's rights and interests are protected.
- Address the needs of each child or young person using trauma informed practice.

This role may include shiftwork across a 24/7 roster and may include sleepover shifts.

ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

Working in the Residential Care Team (as part of the Foster Care Team), the Residential Care Program offers a safe environment to children & young people, with the intent of supporting their personal growth, providing opportunities for positive life experiences and foster community connectedness.

This position is located primarily in Warrnambool, however workers may be asked to provide support to clients in contingency accommodation throughout the southwest as the need arises.

The worker is required to work as part of a team as well as independently. As a result, this role requires the ability to make sound decisions, in some instances in crisis or stressful situations, whilst maintaining confidential and professional boundaries.

REPORTS TO

The position reports to and is supervised by the Team Leader – Residential Care.

Residential Care Workers will also be provided with regular mentoring by the Residential Care Key Worker whom daily operational client support issues will be directed to.

KEY RESPONSIBILITIES

Personal and Professional

- Participate in the Performance Management process as required.
- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally.
- Attend all mandatory training if nominated to attend.
- Participate in all individual and group supervision, secondary consultation within scope of practice and professional development as negotiated with Team Leader.
- Participate actively in team meetings, team planning days and agency activities to ensure an integrated approach to service delivery.
- Participate in all core training designated by the Community of Practice to ensure integrity of the agreed model of service delivery.

Technical Skills

- Participate in day-to-day operations, which include performing specific household duties.
- Implement and adhere to all residential and contingency house policy & procedures.
- Provide high quality physical & emotional care for children & young people in residential care, ensuring their safety and wellbeing.
- Provide and participate in appropriate recreational activities for and with the children & young people.

- Be responsible for communicating, both verbally and written, all relevant information about the children & young people to all appropriate team members.
- Provide opportunities for children/young people to maintain contact with family member, friends & significant others, if appropriate.
- Have a clear understanding of each of the children/young people's Looking After Children's plan and contribute to these, including the completion of allocated tasks and responsibilities.
- Actively support the children/young people's integration into school, employment or appropriate day programs that will meet their individual needs
- Liaise with counsellors, health workers, and other professionals involved in the children/young people's lives as required.
- Adhere to all relevant client care, behavioural management and after hour's safety plans.

Customer Service

- Maintain a high level of confidentiality at all times regarding the children/young people's information and history and that of their family.
- Promote the program's services and the Agency throughout the region.
- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes.
- Demonstrate an awareness and practice in response to the diverse needs of clients.
- Demonstrate an understanding of rural communities and the issues they face.

Continuous Quality Improvement

- Participate in program & service reviews that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to Brophy quality improvement processes and other activities to meet service and accreditation standards.

Team Work and Communication

- Participate in a positive manner in any internal & external case conferences, Looking After Children plans, care team meetings as well as DHHS planning & review processes and other meetings as arranged.
- Ensure the general maintenance of house, surrounds & vehicles are kept in accordance with relevant policies and procedures - reporting immediately any damage or concerns as per these.
- Communicating immediately any protective concerns regarding a child & young people living at the house to the Key Worker or Residential Team Leader, or On Call worker (if after business hours).
- Develop, support and maintain a positive team approach across the program area, Agency and with other service providers and partners.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
- Participate in the development of consumer participation activities within your team and Agency.
- Undertake other appropriate duties as directed by the Team Leader or Key Worker.

Administration and Documentation

- To ensure that a comprehensive handover, including written notes and verbal, is given to incoming or relieving worker(s) during handover.
- Ensure that procedures relating to the house communication book are completed such as reporting and recording of critical incidents, missing residents.

- Maintain records of expenditure and provide statements/receipts to Finance/Residential team leader as per policy.
- Take responsibility for accurate, confidential and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

GENERAL RESPONSIBILITIES

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Actively participate in all required supervision, annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems
- Participation in the development of consumer's participation activities within your program and Brophy.
- Demonstrate and commit to Brophy's organisational values and model these on a daily basis.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

KEY SELECTION CRITERIA

Qualifications:

- A minimum of a Certificate IV in Child, Youth & Family Intervention or other similar/relevant tertiary qualification.
- A current Drivers Licence.

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- A genuine interest and demonstrated empathy for children & young people in care and an open minded and non-judgemental manner.
- Highly developed capacity for emotional self-regulation, including the capacity to set and maintain consistent boundaries to provide safety, stability and consistency for children & young people in care.
- A commitment to the principles and practice of quality care in residential settings, which promote autonomy and self-determination for clients.
- Demonstrated understanding of and respect for children & young people of Indigenous and CALD backgrounds to ensure their cultural safety.
- An understanding of trauma informed practice when working with children & young people in care.
- Demonstrated knowledge and understanding of the appropriate legislation, case management practice, and the ability to adhere to policy and procedures.

- Excellent communication, written and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.

AUTHORISED BY

NAME: Donna Wynters
POSITION: Executive Manager, Child and Family Services
DATE: August 2020

ACCEPTED BY INCUMBENT

NAME: _____
SIGNED: _____
DATE: ____/____/____