



POSITION DESCRIPTION

POSITION DETAILS

Local Title and Program Area	Residential Care Support Worker, Residential Care Children Youth and Families
Position Number	CY&F RC 01
Classification, Time Fraction & Duration	TBA depending on qualifications
Responsible to	Team Leader, Residential Care
Qualifications	<p>Preference is given to applicants who have completed the Certificate IV in Child, Youth and Family Intervention (Residential and Out of Home Care.)</p> <p>Secondary preference is given to applicants who possess a qualification as detailed in Appendix A.</p> <p>As a minimum, all applicants must be enrolled and complete a Cert IV Community Services within 12 months of signing an employment contract.</p> <p>All residential care support workers who have not completed the Certificate IV in Child, Youth and family Intervention (Residential and Out of Home Care) must have completed the four mandatory training modules prior to beginning work in the Residential Care unit.</p>
Location	Various

ORGANISATIONAL CONTEXT

MASP is a not-for-profit community-based organisation with a long history of service provision to disadvantaged and vulnerable members of our community.

MASP delivers a range of services to children, youth, families and people with a disability. We focus on outcomes for our clients and seek therapeutic models of care and a trauma-informed approach.

We seek to be the benchmark organisation by which others model themselves.

Further details about MASP can be found on MASP's website www.masp.org.au.

SYSTEMS LEADERSHIP

MASP's organisational design is underpinned by a systems leadership model of integrated management practices. We leverage from the skills, knowledge and experience of each other so that our clients get the best possible services and outcomes.

Although we deliver services through operational teams, we consider silos to be counter-productive to the needs of our clients and our organisation. Systems leadership provides us with the tools to provide wrap-around services for clients through a shared-vision of what is best for them.

We actively seek the input of other systems leaders within our organisation by recognising how and when others can value-add to operational decision making.

PROGRAM OVERVIEW

The Children Youth & Families Program consists of a range of support services directed to children, young people and families.

The program generally aims to assist parents provide safe and supportive care for their children while still at home and, in those cases where children or young people have been removed, to provide the optimal level of care and support while in out-of-home care and to work toward family reunification.

Residential care facilities provide 24 hour a day care to young people aged generally between 13 and 17 years of age for short to medium terms.

The majority of these young people have experienced the trauma of child abuse, neglect and family violence. Often the young people have complex needs and their behaviours place them at risk of significant harm. Issues may include social and emotional difficulties, alcohol and other substance abuse, poor self-image, self-harming, criminal behaviours, mental and physical health issues, intellectual disability and educational difficulties.

POSITION OVERVIEW

The Residential Care Support Worker is responsible for the direct day-to-day care of the residents and provides them with a safe and supportive living environment, builds on their strengths, assists with their developmental and daily care needs and assists them and their families to achieve positive change.

Reporting directly to the Team Leader, Residential Care or Senior Worker, the worker will support and supervise the young people residing in the MASP residential units, assisting the young people to achieve their case plan goals and strengthen their links to family and community as appropriate.

POSITION DUTIES

1. Operate according to the DHHS requirements for residential care October 2016.
2. Assist the day-to-day running of the unit in respect to household duties and property maintenance as determined by the team leader.
3. Assist in the buying of food and other household goods and in the preparation of meals.
4. Comply with unit procedures and standards as indicated by the team leader and MASP policy and procedural documents.
5. Establish a clear understanding of the agency routines and program operations with the team leader.
6. Carry out the agency's policies and procedures related to service delivery, client practice (e.g. critical incidents, mandatory reporting, missing residents) and staff conduct.
7. Operate according to and demonstrate commitment to good residential care practice in general as described in the document, 'Program Requirements for Residential Care in Victoria'.
8. Assist with the maintenance of a safe working environment for staff and residents.
9. Assist in the creation of a warm, respectful, secure and structured environment for all young people in care and their families.
10. Convey acceptance and respect to, and provide a welcoming social environment for the young person's family as appropriate.

11. Assist in the development of an appropriate set of rules and expectations in conjunction with the residents, house staff and case manager.
12. Participate in any agreed positive behaviour management program with the staff team as determined by the team leader, program manager and/or case manager.
13. Act as a positive role model and maintain a clear professional relationship with young people in care.
14. Establish a clear understanding of each young person's case plan and the role of the residential worker in implementing the plan.
15. Supervise and support each young person in care appropriate to his or her age and developmental progress.
16. Ensure that the rights of young people are protected and respected at all times according to the charter of Children's Rights in Out of Home Care.
17. Contribute information and ideas to individual programs, care plans and case plans for young people and assist in their implementation in conjunction with the case manager and other house staff.
18. Maximise the opportunities for the young people and their families to participate in decision making about their case plans and day-to-day care.
19. Facilitate planned contact between residents and their families as appropriate.
20. Provide opportunities for and encourage young people to maintain their significant community and family contacts as appropriate.
21. Assist young people to access community activities and connections, arrange necessary appointments and support young people to carry through these arrangements.
22. Promote the development of independent life skills in residents by teaching and positive role modelling.
23. Care for residents when sick, notify relevant family members and case managers and involve medical practitioners as appropriate.
24. Participate as a member of the house team and promote a spirit of cooperation, respect, collaboration and professionalism with all staff.
25. Work cooperatively with the house team to ensure that routines, community activities, expectations and behaviour management strategies are consistently maintained for the residents.
26. Constructively participate in supervision with the Team Leader.
27. Participate in appropriate professional development opportunities and performance appraisal.
28. Implement the mission and adhere to the values of MASP.
29. Adhere to procedures regarding vehicle usage, maintenance and other practices as described by the team leader and the agency policies and procedural documents.
30. Assist in maintaining the house and grounds in a state of good repair and presentation.
31. Represent MASP in a positive and professional manner.
32. All staff are required to participate in the sleepover shift on the roster.
33. All staff are required to successfully complete a fit for work, functional, physical suitability examination.
34. All staff will be required to participate in the residential care on call roster.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for all aspects of service delivery.

SKILLS AND COMPETENCIES REQUIRED

Personal Attributes

- **Inclusiveness** – does what is necessary to integrate clients within our community
- **Resilience** – doesn't look for excuses, but looks for ways
- **Client focus** – we do what we say we are going to do for clients, even if it means we work harder
- **Doer** – we need doers at every level, and you set the example in getting the job done
- **Innovative** – challenges old ways with new ideas and thinking

Capabilities

Professionalism

- **Time management** – demonstrates punctuality and meets agreed schedules and timelines
- **Ethics** – observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas
- **Taking responsibility** – takes responsibility for work outcomes and enacts authority as defined in role statement
- **Problem solving** – demonstrates common sense and uses established strategies to solve routine problems
- **Initiative and enterprise** – contributes to ideas for improved ways of working

Communication

- **Written communication** – provides accurate written information using forms, files and templates appropriate to the task
- **Verbal communication** – speaks politely and explains issues and information clearly to clients and colleagues
- **Interpersonal skills** – demonstrates active listening and asks appropriate questions when dealing with clients and colleagues

Leadership & Teamwork

- **Team dynamics** – openly shares information, participates and contributes to team discussions
- **Conflict management** – considers the views of others and aims for group cohesion
- **Diversity** – values diversity in team and supports colleagues

Service Delivery

- **Reflective practice** – applies organizational practice models, procedures and relevant legislation when working with clients
- **Knowledge of client issues** – maintains awareness of client needs
- **Client outcomes** – supports clients to achieve their goals or aspirations through provision of quality service
- **Client confidentiality and dignity** – respects client and team member confidentiality

Change and responsiveness

- **Change management** – supports change and assists others to adapt and adjust to change

Governance and compliance

- **Risk management** – contributes to identification of OHS risks and hazards and takes advantages of emerging opportunities

TERMS AND CONDITIONS

Salary & Conditions

In accordance with the Mallee Accommodation & Support Program Ltd. Enterprise Agreement 2016. Salary packaging arrangements are available for full and part time staff and casuals.

Due to the physical requirements of the position, the successful candidate will be required to satisfactorily complete a fit for work, functional, physical suitability examination.

Probation Period

On commencement, an initial six-month probationary period.

Police Check & Working with Children Check

Completion of a satisfactory police records check and supply of working with children check prior to employment. It is the responsibility of the individual to keep their WWCC current.

Driver Licence

Applicant must hold a current, full driver's licence. At no stage may the applicant's driver's licence be restricted to the number of passengers that can be carried.

Performance Appraisal

To be conducted by the supervisor within six months of commencement and thereafter once every twelve months.

Annual appraisals will be conducted with reference to performance, supervision record and to this position description.

Responsibility and Continuous Improvement

Comply with all relevant MASP policies and procedures.

Participate in regular supervision and meetings.

Maintain a commitment to quality outcomes and ways of improving service delivery to clients. Demonstrate a commitment to working within a continuous improvement framework.

Training & Development

Participate in ongoing staff development, attending relevant forums and training as delegated and arranged in the annual professional development plan.

Occupational Health & Safety Responsibilities

Ensure that work is conducted in accordance with MASP OH&S requirements and standards in order to prevent work related injuries and illnesses.

Work in a manner which does not willfully or negligently place at risk the health or safety of any person including self.

Comply with all reasonable instructions and procedures and report any potential situation which the employee feels may constitute a hazard to the health and safety of self, other employees, clients or visitors to the agency.

Immediately report any workplace incident, accident or other occurrence which has happened and complete the necessary incident reporting documentation.

In order to ensure a safe workplace for all, the successful candidate will be required to undertake a pre-employment "Fit for work" assessment. This will assess the functional ability of the candidate to perform the physical requirements of the position and ensure the ability to safely perform the role.

Privacy & Confidentiality

Work within the guidelines of MASP's Privacy and Confidentiality policy.

KEY SELECTION CRITERIA

1. Qualifications, either partially or fully completed that are relevant to this position, referring to Appendix A.
2. Demonstrated experience and skills working with young people with challenging behaviours and social and emotional difficulties.
3. Commitment to working respectfully with individuals, communities and families.
4. Knowledge of the developmental needs of adolescents.
5. Ability to develop constructive relationships with young people.
6. Experience and motivation to work with young people and their families.
7. Ability to work flexible hours.
8. Ability to undertake normal household duties including cooking and cleaning.
9. Good written and verbal communication skills.
10. Knowledge of relevant legislative and practice frameworks.
11. Desire/capacity for ongoing professional development.

APPLICATIONS

All applications must be submitted online, directly from the MASP website.

1. Visit www.masp.org.au
2. Select "Join our team" from the top menu bar
3. Select the position/s you wish to apply for
4. Upload the required information in the relevant fields on the Application form, underneath the description of the position.
5. Applications that do not include all required components will not be accepted.

Applicants are strongly encouraged to discuss the position with the MASP contact officer, prior to submitting their application.

Appendix A: Qualifications recognised under the Residential Care Workforce Training Initiative

Category	Qualification	Training required
Preferred qualification	Certificate IV in <i>Child, Youth and Family Intervention (Residential and out of home care)</i>	Meets minimum requirement; no further training needed
Relevant qualifications	<ul style="list-style-type: none"> • A University-level qualification in the following fields of study: <ul style="list-style-type: none"> – Community Services – Youth Work – Social Work – Alcohol and Other Drugs – Community Development – Disability – Youth Justice – Mental Health – Behavioural Sciences (inc. Psychology and Psychiatry) – Education – Human Services – Nursing & Midwifery – Allied Health • Diploma in <i>Community Services</i> • Diploma in <i>Youth Work</i> • Diploma in <i>Mental Health</i> • Diploma in <i>Alcohol and Other Drugs</i> • Diploma in <i>Secure Services</i> • Diploma in <i>Child, Youth and Family Intervention</i> • Certificate IV in <i>Child, Youth and Family Intervention</i> • Certificate IV in <i>Disability</i> • Certificate IV in <i>Mental Health</i> • Certificate IV in <i>Youth Work</i> • Certificate IV in <i>Alcohol and Other Drugs</i> • Certificate IV in <i>Youth Justice</i> • Certificate IV in <i>Community Services</i> 	Requires top-up training to meet minimum qualification

APPLICANT INFORMATION AND DECLARATION:

Qualifications

Please or the relevant statement:

- I possess the Certificate IV in child, Youth and Family Intervention (Residential and out of home care)
- I have reviewed Appendix A. As I am either studying or possess relevant qualifications, I make this application with the understanding that it is my responsibility to complete mandatory Top-up training modules.
- I have reviewed appendix A. As I do not possess relevant qualifications, I make this application with the understanding that it is my responsibility to complete the Cert IV in Child, Youth and Family Intervention (Residential and out of home care)

Safety Screening

I have made this application understanding that I may be called upon to provide consent to conduct a National Police check. Please or the following statement:

- I have not resided overseas for 12 months or more within the past 10 years
- I have resided overseas for 12 months or more within the past 10 years. – Country resided in _____
- I am not aware of any disclosable items that may be recorded on my police record
- It is likely that conducting a National police check is likely to uncover offences on my police record.

Please provide a brief description including how long ago any offences took place:

I have made this application understanding that MASP may conduct a mandatory disqualified carer’s check, therefore I provide the following information:

First Name/s.....Last Name.....

Previous names (if relevant): (First, middle, last).....

Gender.....

Date of Birth.....

Indigenous status.....

Current residential address.....

.....

Candidate Declaration

I declare that I have read and understand the position description and that all information that I have provided is true and correct:

Name Signature

Date

POSITION DESCRIPTION APPROVAL

The details contained in this Position Description are an accurate statement of the responsibilities, competencies and other requirements of the above-named position.

_____/_____/_____
Chief Executive Officer Date

As the incumbent, I have read and understood the responsibilities, competencies and other requirements as detailed in this document.

_____/_____/_____
Incumbent [signature] Date

.....
Incumbent [print name]