POSITION DESCRIPTION

Position Title: Residential Care Worker
Program / Unit: Eddy's Place
Term: Casual
Award/Agreement: SCHADS Award
Classification: Grade 3 (SACS Award)
Position reports to: Unit Supervisor

ORGANISATIONAL CONTEXT

Established in 1997 MacKillop Family Services (MacKillop) continues the child and family welfare ministries of the Christian Brothers (Oceania), the Sisters of Mercy (Melbourne) and the Sisters of St. Joseph (Victoria) in Western Sydney, Wollongong, NSW South Coast, Melbourne, Geelong, Warrnambool and Perth.

Programs include Home Based and Residential Care, Refugee Services, Disability Services, Youth Support, Education and Training, Family Support and support of women and men who as children were in the care of our founding agencies.

MacKillop Family Services involves a staff of some 800 personnel and nearly 420 volunteers. Operating out of more than 30 sites our budget expenditure is $65 million.

MacKillop Family Services has embarked upon a journey of change through its adoption of the Sanctuary Model. The Sanctuary model is underpinned by the commitments of: Nonviolence, Emotional Intelligence, Social Learning, Open Communication, Social Responsibility, Democracy, Growth and Change.

The Sanctuary Model is a blueprint for clinical and organisational change which, at its core, promotes safety and recovery from adversity through the active creation of a trauma-informed community. A recognition that adversity is pervasive in the experience of human beings forms the basis for the Sanctuary Model’s focus not only on the people who seek services, but equally on the people and systems who provide those services.

NSW SERVICES DIVISION

MacKillop’s NSW Services Division has three programs: Illawarra Shoalhaven, Far South Coast and Metro Sydney:

- Illawarra Shoalhaven provides foster care and residential care. The program is based in Wollongong and Nowra and operates across the Department of Family and Community Services Illawarra Shoalhaven district. Services are funded through the Department of Family and Community Services out of home care program.

- Far South Coast provides foster care and a Family Referral Service. The program is based in Batemans Bay, Bega and Cooma, and operates across the Department of Family and Community Services Southern NSW district. Services are funded through
the Department of Family and Community Services out of home care program and the Ministry of Health, Kids and Families.

- Metro Sydney provides foster care [general and therapeutic], specialist youth homelessness, early intervention and case management services. The program is based in Blacktown and operates across the Department of Family and Community Services Western Sydney and Nepean Blue Mountains Districts. Services are funded through the out of home care, specialist homelessness services and early intervention and placement prevention program funding streams.

**OUR VALUES**

**Justice:** We believe in the right of all people, regardless of belief or culture, to be treated justly and fairly; and

**Hope:** We commit to creating an atmosphere of hope where people find meaning in their experiences and relationship; and

**Collaboration:** We commit to working in a collaborative spirit through cooperation, coordination, and partnership; and

**Compassion:** We commit to creating an attitude of openness to others and to their circumstances; and

**Respect:** We seek to listen and learn from each other and to build relationships with respect;

**POSITION PURPOSE**

The Residential Care Worker is responsible for providing high quality residential care that supports the emotional, social and behavioural care needs of vulnerable young people.

**PRIMARY OBJECTIVES**

- Provide residential care that meets the day-to-day needs of young people;
- Provide residential care that delivers quality outcomes for young people and their families;
- Participate in team meetings, house meetings and case review meetings to ensure that young people receive services that meet their needs;

**RESPONSIBILITIES**

The Residential Care Worker will:

**Support for Young People**

- Contribute to the development of a safe and nurturing environment for young people;
- Contribute to the development, implementation and review of individual care plans that meet the emotional, social and behavioural needs of young people;
- Assist young people to develop independent living skills;
- Protect and respect the rights of young people;
• Safeguard the wellbeing of young people and report any concerns immediately;
• Support young people to remain connected to the significant people and places in their lives;
• Support young people to access information and experiences which assist them to develop a positive sense of identity;
• Support young people to participate in decision making processes;
• Provide services that are sensitive to the needs of Aboriginal and Torres Strait Islander young people and their families.

Residential Care
• Provide residential care that reflects the organisation’s values, policies and practice frameworks including The Way We Work With Young People;
• Work collaboratively with residential care staff, case workers, service providers and families;
• Undertake rostered duties including sleepovers;
• Complete household duties including cleaning, shopping, meal preparation, property and grounds maintenance;
• Participate in team meetings, house meetings, case conferences and case review meetings as required;
• Maintain records and documentation as required [including case notes, communication books, incident reports, hazard and near miss reports etc];
• Contribute to the implementation of client participation and feedback processes;
• Ensure that sensitive client information is kept in a secure and confidential manner;
• Comply with the organisation’s administrative and financial management procedures;
• Participate in professional development opportunities as required;
• Participate constructively in supervision and performance appraisals with the Residential Unit Supervisor.

Service Development
• Participate in the development and review of policies and procedures;
• Identify practice improvements that contribute to better outcomes for children, young people and their families;
• Remain informed of developments in out of home care, homelessness and youth services.

Occupational Health and Safety
• Take all reasonable and practical steps to ensure the workplace is safe in accordance with OH&S policies and procedures;
• Report OH&S issues promptly;
• Participate as a member of the organisation’s OH&S committees as required;

Other
• Be available to undertake higher duties and/or secondment as required;
• Undertake other duties as required.

KEY SELECTION CRITERIA
The successful applicant will have:

- Experience in youth services or residential care;
- Ability to relate to and work with young people with social, emotional and behavioural difficulties;
- Ability to implement behaviour management plans for young people with challenging behaviours;
- Experience and understanding of OH&S issues in the workplace;
- Good written and verbal communication skills;
- Commitment to the purpose and values of MacKillop Family Services;
- Tertiary qualifications in youth work or relevant field;
- A NSW drivers licence.

PROFESSIONAL DEVELOPMENT

The successful candidate is required to complete mandatory training as set out in the MacKillop Family Services Training Calendar.

- Emergency Fire Safety Training
- Staff Induction/Orientation
- Privacy
- Prevention of Discrimination, Harassment & Bullying
- Senior First Aid
- Crisis Intervention

OTHER JOB RELATED INFORMATION

The incumbent is required to:

- Observe and actively support MacKillop’s Work Health & Safety policy and strategy.
- Attend mandatory and other training as required.
- Actively participate in MacKillop’s Bid Management process (as required)

The incumbent must possess a:

- Valid and current Driver’s Licence;
- Satisfactory criminal history check; and
- Valid Working with Children Check

APPROVAL

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<th>Approved by:</th>
<th>Tracy Hill</th>
<th>Date: 31 August 2015</th>
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<td>Position Title:</td>
<td>Acting General Manager, NSW Services</td>
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