

Position Description

Position title	Residential Care Worker
Document ID	PD-F-114
Program/Unit	Out of Home Care Victoria
Term	Full time, Part time, Active-Night
Classification	SCHCADS (Modern Award), Level 2 or 3 – Subject to relevant qualifications and experience
Position reports to	Residential House Supervisor

Organisational context

Established in 1997, MacKillop Family Services (MacKillop) strives to ensure all families are supported to provide children with a safe and permanent home, and the best possible start to their lives.

Continuing the child and family welfare programs of our three founding agencies – the Sisters of Mercy, the Sisters of St Joseph and the Christian Brothers – we provide early intervention programs to support the most vulnerable families, and provide education, disability support, home-based care and out of home care for vulnerable children and young people in Victoria, NSW and WA.

MacKillop has almost 1,100 staff, operating out of more than 40 sites, and has forecast annual revenue for the 2018/19 financial year of over \$125 million.

Just like our founders, we are deeply committed to our work, and are driven by social justice. We believe every child should be protected from abuse, neglect and exploitation, and are a child-safe organisation that is committed to protecting and advocating for the best interests of children and families across all our programs.

Our work is underpinned by our values, and by a deep understanding of the impact of trauma, informed by the Sanctuary Model. Sanctuary is a blueprint for organisational change, which supports organisations to provide a safe, non-violent environment for people affected by trauma. It also supports staff and carers to form communities that are safe and caring, and to maintain a culture that reflects these qualities at every level within the organisation. MacKillop is the only licensed provider of training in the Sanctuary Model in Australia.

Our vision

All children, young people and families are safe, thriving and connected to culture and community. MacKillop Family Services will care compassionately, respond large-heartedly and advocate courageously.

Our values

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

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

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

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

MacKillop's Out of Home Care (OOHC) programs provide residential care, home based care, lead tenant and case management support for young people with high and complex needs, as well as a therapeutically oriented program for young people in protective placements.

Our Residential Services offers accommodation and support to children and young people who are referred through the Child Protection system. The Residential Care Worker is required to participate in the day to day operation of the unit, which includes responding to the young person's emotional and functional needs, the development of their personal skills, all administrative requirements and household duties.

This role reports to the relevant Residential House Supervisor, who will provide supervision. This role has no direct reports and works in a team environment with other team members.

Primary objectives

The Residential Care Worker is responsible for:

- Ensure an environment that provides a sense of safety, structure, acceptance and security at all times for children, young people and staff.
- Ensure that the children and young people's rights and interests are protected at all times and act as an effective role model.
- Through goal directed, planned and integrated therapeutic interventions use all interactions as opportunities for therapeutic gain and positive engagement.
- Support the children and young people to maintain important links with their family of origin, friendship networks and the local community.
- Address the therapeutic needs of each child or young person with the Residential Care team or wider OOHC team.

Key result areas and responsibilities

The Residential Care Worker will:

- Participate in day to day operations, which includes performing household duties.
- Implement MacKillop's and residential house policy and procedures.
- Provide high quality physical and 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 the clear record and communication of all relevant information about the children/young people to the appropriate people or teams (other therapeutic residential care workers, case managers, MacKillop After Hours Service, the Department of Health and Human Services and other support services, etc.).
- Ensure that a comprehensive handover is given to the incoming or relieving worker(s).
- Practice in a manner that is sensitive to the needs of young people with an Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse background.
- Provide opportunities for children and young people to maintain contact, and where appropriate, invite family members, relatives and friends to the house.
- Actively support the children/young person's integration into schools, employment or appropriate day programs or therapeutic programs that will meet their individual needs.
- Liaise with counsellors, health workers, drug and alcohol agencies and other professionals involved in the children/young person's lives, as required.
- Follow all plans that has been developed for the house and children/young people.
- Ensure that procedures relating to the house communication book, reporting and recording of critical incidents, missing residents and residential care standards are followed.
- Report immediately to the case manager, or the MacKillop After Hours Service, any protective concerns regarding a young person living at the house.
- Have a clear understanding of each children/young person's Looking After Children (LAC) plans, and contribute to these, including the completion of allocated tasks and responsibilities.
- Participate in a positive manner in any internal and external case conferences, LAC and/or Department of Health and Human Services (DHHS) planning and review processes, and other meetings as arranged.
- Constructively participate in supervision with a Residential House Supervisor or relevant line manager, or actively participate in and contribute to Group Supervision sessions.
- Participate in program and service reviews.
- Attend appropriate house and other meetings.
- Maintain a high level of confidentiality regarding the children/young people's information and history and that of their family.
- Observe and actively support all MacKillop's policies and procedures.
- Work in a safe manner to ensure that his/her acts or omissions do not affect adversely the health or safety of any other person.
- Consult with direct supervisors and/or managers regarding health & safety issues affecting one's work place.
- To report, or assist with reporting, any incidents and risks without delay via the relevant incident reporting platform(s); RiskMan, Eddi, CIMS, etc.

- Maintain records of expenditure and provide statements and receipts to the relevant Residential House Supervisor.
- Assist in maintaining the grounds in a state of good repair and presentation.
- Ensure the general maintenance of house vehicles is of a safe standard, clean and has at least a half a tank of petrol at all times. Report immediately any damage to the vehicles to the Fleet Support team.
- Be prepared to work in other program locations as required.
- To attend all mandatory training and attend training if nominated to attend.
- To ensure that duty of care is undertaken in a professional manner with due regards to relevant agency and DHHS policies.

Key selection criteria

The incumbent will have:

- A Certificate IV in Child, Youth and Family Intervention (Residential and out of home care), or other similar or relevant tertiary qualifications.
- A current valid Victorian driver's licence and be able to drive MacKillop vehicles in the conduct of the position requirements, including transportation of clients.
- A genuine interest in young people and their wellbeing.
- Demonstrate empathy for the young people in our care in an open minded and non-judgmental manner.
- A knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people and their families.
- Highly-developed capacity for emotional self-regulation, including the capacity to set and maintain consistent boundaries to provide safety, stability and consistency.
- A commitment towards the principles and practice of quality care in residential settings for the most vulnerable and disadvantage young people, and to promote autonomy and self-determination for clients.
- Demonstrated understanding of, and respect for, cultural and linguistic diversity (CALD), including cultural safety for children from CALD backgrounds.
- Ability and willingness to work effectively as part of a team, to meet program goals and objectives.
- Support for the purpose and ethos of MacKillop.
- An understanding of Trauma and how best to work with children and young people in Out of Home Care (desirable but not required).

Other information

The incumbent is required to:

- Sign and actively abide by MacKillop's Code of Conduct.
- Observe and actively support MacKillop's OH&S policy and strategy.
- Attend mandatory and other training as required.
- Meet DHHS' mandatory minimum qualifications requirements of a Certificate IV in Child, Youth and Family Intervention (Residential and out of home care), top up units for other similar or relevant tertiary qualifications.
- Actively participate in MacKillop's Bid Management process as required.
- Participate in and promote continuous quality improvement processes.
- Promote an environment that is culturally safe and strengths focussed.
- Abide by principles and commitments of the Sanctuary Framework.

The incumbent must possess a:

- Valid and current Victorian Driver's Licence.
- Valid and current Victorian Working with Children Check (WWCC) card.
- Satisfactory criminal history check conducted by MacKillop Family Services.
- Satisfactory Disability Worker Exclusion Scheme (DWES) Checks.

Approval

Approver's full name:	Jane French	Date:	June 2017
Approver's position title:	Director Children, Youth and Family Services West and East		
Incumbent's full name:			
Incumbent's signature:		Date:	



MacKillop Family Services acknowledges Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the Traditional Owners and Custodians of the land on which we live, work and play. We pay our deep respects to Elders past and present and acknowledge all Aboriginal children, young people, families and staff who are a part of MacKillop Family Services.