

## POSITION DESCRIPTION

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| <b>POSITION TITLE:</b>                   | <b>Youth Residential Caregiver</b>  |
| <b>CLASSIFICATION:</b>                   | Level 3<br>Social, Community, Home Care and Disability Services<br>Industry Award   |
| <b>REPORTS TO:</b>                       | Support Coordinator   |
| <b>PERFORMANCE AND DEVELOPMENT PLAN:</b> | <i>Conducted during the first 3 months from the time of commencement and in accordance with the Performance Review and Development Policy. This Position Description shall be considered at the time of conducting your Performance and Development Plan.</i> |

### **ST JOHN OF GOD HEALTH CARE MISSION AND VALUES**

Our vision is to bring healing to people through services that are caring, comforting and affirming and give them a reason to hope and a greater sense of their own dignity.

Our organisational culture reflects our values of Hospitality, Compassion, Respect, Justice and Excellence.

Importantly because the whole of the organisation is concerned with caring for or supporting people, those associated with the provision of services, at all levels are considered to be "Caregivers".

Caregivers are expected to uphold the five values, treating each other and those they serve with respect and dignity in support of our vision.

Each Caregiver is responsible for furthering the Mission of St John of God Health Care.

### **1. PURPOSE OF POSITION**

Principally, to provide a high standard of care and quality service to the residents of the St John of God Social Outreach (SO) Horizon House by:

- Empowering the young people to move to a position of autonomy and self-fulfillment by assisting them to achieve their goals.
- Encouraging and facilitating involvement of the residents in education, training and personal development programs.
- Ongoing liaison and support to the residents to assist in the transition from living in a St John of God-OS Horizon House to independent accommodation or reconnection to family of origin. This involves assistance and advice in the selection of and application for accommodation, as well as education in independent living skills.

- A shared responsibility with Management for ensuring that children/young people are safe in Horizon House programs, acts in children's/young people's best interests and actively works to empower children/young people.

## **2. POSITION REQUIREMENTS**

### **2.1 Mission**

- Capacity to understand and willingness to support and promote the Mission and Values of St John of God Health Care.
- Commitment to organisation's service ethos through the provision of excellent service.
- Caregivers are required to act in accordance with the standards of behaviour outlined in the SJGHC Code of Conduct document.

### **2.2 Tasks and Responsibilities**

- Provide safe and stable long term accommodation to a young people who are at risk of being homelessness.
- Able to provide outreach, therapeutic and practical support to meet the continuum of care arrangements for young people with complex needs.
- Assist young people to realise their aspirations and potential integration into mainstream society.
- Provide support to young people in areas including independent living skills, involvement in education, training and employment services.
- Enhance a young person's wellbeing and personal development through engagement with the broader resources and supports available in the community.
- Ensure the house functions efficiently, harmoniously and within established house rules.
- Assist residents maintain a compatible group living in shared accommodation.
- Assist young residents in healthy lifestyle choices, hygiene and nutritional requirements.
- Provide case management and planning for young people with complex problems and/or require assistance with homelessness, substance use and mental health. This includes assessment, developing and implementing an 'Individual Treatment Plan' and periodic progress reviews.
- Empower young people to achieve their individual goals and act as a role model for young people in terms of appropriate attitudes, behaviours, language and dress standard.
- Initiate and promote positive social and recreational activities for residents particularly on weekends.
- Advocate on behalf of young people, supporting and representing the rights and interests of them to ensure they have access to and receive services that meet their individual needs.
- Monitor and respond to the supportive and developmental needs of young people in a manner suited to their culture, gender and developmental needs.
- Engage in an emphatic way with young people to effectively maintain strong relationships in order to allow effective outcomes of case management.
- Liaise, as appropriate, with resident's families to foster positive relationships and possible reconciliation.
- Ensuring residents adhere to their individual agreements and House rules.
- Assist in the provision of all cooking and domestic services and maintain a quality service in the house.
- Support line management to ensure the house runs to budget and all financial records are kept correctly.

- Promote SJGSO Horizon House to other agencies, local neighbourhood, general community and potential clients.
- Ensure that Child Safe practices are inherent in working with children and young people in all areas of service delivery, including on and off location, and that children are aware of their rights to a safe and abuse free environment and are aware of how to report any concerns.
- Follow the Youth Services Child and Youth Safe Code of Conduct in all interactions with children/young people.
- Immediately report any suspected, observed or disclosed abuse in line with the reporting processes, to line manager with view to it being reported to relevant protective authority.
- Ensure all children/young people receive information on what constitutes abuse and understand the processes of how to report any concerns of abuse. This should be by way of verbal information and also specific purpose built and age appropriate written information.
- Work with children / young people in a way that is respectful and appropriate to any cultural / diverse background and ensure a safe environment is in place.
- Support line management as requested with management of the logistics and operations of the Horizon House including working with volunteers, residents and contractors to ensure proper care and maintenance of the House.

All other reasonable duties as directed by Manager/Supervisor.

### **3. Team Work**

- Participate as a valued team member promoting and contributing to a supportive team environment.
- Attend team meetings and care meetings to ensure that there is a consistent team approach in supporting young people across the different tiers of the accommodation program is achieved.

### **4. Communication**

- Communicate effectively with all stakeholders, young people and caregivers using the appropriate channels.
- Create a harmonious and productive working environment by setting and adhering to high personal integrity and performance standards at all times.
- Maintain positive and clear professional relationships with colleagues and young people in the program.

### **5. Quality and Risk**

- Participate in, contribute to and implement quality improvement and risk management into all aspects of service.

### **6. Occupational Health and Safety**

- Adhere to all applicable St John of God Health Care policies and guidelines;
- Take reasonable care of themselves and others;
- Not to interfere, bypass or misuse any system or equipment provided for health, safety and welfare purposes;
- Take all actions to avoid, eliminate or minimize hazards;
- Seek information on any work they undertake and be aware of the risks and hazards associated with their work;

- Report all incidents / hazards / injuries;
- Assist in completion of incidents / hazards / injuries reports;
- Participate in the documentation of Risk Assessments and Standard Operating Procedures for activities that could pose a OHS risk;
- Raise OHS issues with appropriate caregivers and take part in OHS consultative arrangements;
- Use Personal Protective Equipment as required and directed;
- Attend all mandatory and recommended OHS training as scheduled by Group Services;
- Promote a positive safety culture within their areas by demonstrating a positive commitment to OHS.

## **7. Child Safety Standards**

- Ensure that Child Safe practices are inherent in working with children and young people in all areas of service delivery, including on and off location.
- Ensure that children are aware of their rights to a safe and abuse free environment and are aware of how to report any concerns.
- Immediately report any suspected, observed or disclosed abuse in line with the reporting processes, to line manager with view to it being reported to relevant protective authority.
- Work with children / young people in a way that is respectful and appropriate to any cultural / diverse background and ensure a safe environment is in place.

## **8. Environment**

- The caregiver, recognising St John of God Health Care commitment to responsible environmental stewardship, will support the organisational Environmental goals in performance of all duties.

## SELECTION CRITERIA

### Essential

- A willingness and capacity to embrace the Mission and Values of St John of God Health Care.
- Minimum Certificate IV in Youth Work or similar.
- Extensive experience in an area related to youth work and/or case management.
- A demonstrated knowledge of the special needs of adolescents and trauma-informed care together with at least five years recent relevant experience working with *at-risk* young people is essential.
- Demonstrated knowledge and understanding of the Privacy Legislation and Occupational, Health & Safety Act Regulations.
- Well-developed interpersonal skills.
- Adhere to pre-employment immunisation policy and possession of a current:
  - Unrestricted State Driver's License
  - First Aid Certificate
  - State Working with Children Card
  - Commitment to and participation in ongoing development on skills and knowledge in working within a therapeutic service model.

### Desirable

- A sound knowledge of the stage of physical, emotional, cognitive, social and cultural development of young people.
- A sound knowledge of working with challenging behaviours and demonstrated skills in conflict resolution with young people.
- Previous residential experience.
- A Diploma or Degree in Youth Work or similar.