

Position Description

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| Position title | Residential House Supervisor |
| Document ID | |
| Program/Unit | Eastern Residential Care Program |
| Term | Full Time |
| Classification | Level 4- Dependant on Qualifications and Experience |
| Position reports to | Eastern Residential Coordinator |

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 1,500 staff, operating out of more than 50 sites, and has forecast annual revenue for the 2019/20 financial year of over \$145 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 provides residential care, home-based care, lead tenant and case management support for young people with high and complex needs and a therapeutically oriented program for young people in protective placements.

The position reports to the Coordinator Residential Care.

Primary objectives

The House Supervisor is responsible for the coordination of day to day care, nurturing and development of the children and young people in accordance with their case management and care plans.

Key result areas and responsibilities

- To co-ordinate the daily operation of the home.
- To provide the daily care and management of resident children and young people.
- To create and support a therapeutic social environment within the home.
- In conjunction with the Eastern Residential Coordinator to provide leadership, support and supervision to staff in the care and management of each child/young person.
- To participate in team planning, review and development in collaboration with other House Supervisors, Case Manager(s), and other Residential Service staff.
- To undertake household financial responsibilities.
- To contribute to best practice OH&S.
- To positively contribute to the development of MacKillop Family Services.

Unit Management

The House Supervisor shall:

- Supervise the day to day running of the home in respect to good care of the children, household duties, property and grounds maintenance and staff deployment including cleaning, shopping, meal preparation, roster changes and staff replacement.
- Implement organisational procedures and standards and review their performance with the Eastern Residential Coordinator.
- Manage the household budget including the keeping of appropriate records.

- Maintain appropriate records and documentation ensuring that sensitive client information is kept secure and privacy legislation requirements are abided within.
- Assist the Coordinator in the ongoing development of policy and procedures within the home.
- Manage the Home's operations in accordance with the Policy and Procedures as laid out in the MacKillop Family Services Operations Manual.
- Ensure that breaches of policy and procedures are reported immediately to the Eastern Residential Coordinator.

Child/Young Person's Support

The House Supervisor shall:

- Provide day to day physical and emotional care of children and young people with disabilities in residential care that meets agency standards and policies and, in conjunction with other staff, contribute to the therapeutic focus of work with each young person.
- Report immediately to Case manager, or the MFS after hours duty worker, any protective concerns regarding a child/young person that resides in the home.
- Participate in the development, implementation and review of each child and young person's LAC and care plans where appropriate, ensure that the child's family is included in any of the decision making or providing feedback on their behalf.
- Provide guidance and leadership for the young people and staff in developing and maintaining an appropriate set of expectations of behaviour for all children within the home.
- Provide effective support to young people and assist them to develop appropriate behaviour management strategies, support the young person to implement a safety plan and activate safety plan in the event that the young person is seeking additional safety.
- Ensure the rights of children and young people are protected and respected at all times.
- Provide opportunities for children and young people to maintain contact, and where appropriate, invite family members, relatives and friends to the home. This may include the facilitation of planned family contact.
- Maintain an appropriate professional relationship with the children/young peoples' families as determined within the LAC process and in conjunction with the relevant case manager or Child Protection worker.
- Assist children and young people to access community activities and services that foster their resilience and sense of belonging to their communities.
- Foster the self-esteem and individual identity for children and young people by facilitating the acquisition and care of personal possessions, assisting to maintain their Life Books and other identity resources, and assisting the children to contribute to by creating a personalised space within their home.
- Provide formal and informal educational opportunities for the children and young people in order for them to attend and achieve at school or training, learn basic independent living skills, social and personal development skills.
- Ensure that the physical environment is maintained to a standard that creates a sense of pride and warmth in their surroundings for each young person.
- Ensure that procedures relating to the house communication book, reporting and recording of critical incidents, missing residents and residential care standards are followed.
- Provide care and support for young people, including the provision of personal domestic support by cooking nutritional meals, clothes, maintenance, budgeting, education support and development, community re-integration and transition from residential care.
- Ensure that all staff are aware and informed regarding any relevant medical issues for children and young people including administering and storage of medication.

Social Environment

The House Supervisor shall:

- Implement MFS and residential house policy and procedures as outlined in the MacKillop Family Services Operations Manual and the House Supervisors Manual.
- Create, in conjunction with other residential workers, a warm, structured, secure environment and maintain an accepting and supportive relationship with family and community contacts of each young person.
- Participate in a positive manner in any internal and external case conferences, LAC and/or DHS planning and review processes and other meetings as appropriate.
- Collaborate with other staff and organisations to support each child and young person's placement plans, including community integration and eventual transition to family or alternative placement.
- Contribute to the ongoing development of appropriate expectations in conjunction with the Coordinator, case management team, residential staff and children/young people.
- Provide a positive leadership role model in conjunction with other residential staff for each child/young person.
- Maintain the physical environment to an adequate standard that creates a sense of pride and warmth for children/young people living in the home.

Leadership & Team Work

The House Supervisor shall:

- Lead the house team through co-operation, collaboration and professionalism, including resolving any conflict in a timely and thoughtful manner.
- Work cooperatively with other staff involved in the care and development of children and young people in placement to ensure that routines, community activities, expectations and behaviour management strategies and underpinning theoretical principles associated with the unit program are consistently maintained for the children/young people.
- Support staff in their day to day work and report on staff's performance and developmental needs to the Coordinator.
- Provide regular supervision & complete work development plans to all permanent staff that work within the home.
- Liaise and work cooperatively with case managers and other service providers and significant people in the lives of the children/young people.
- Constructively participate in supervision with the Coordinator or relevant line manager.
- Participate in appropriate professional development opportunities and an annual performance appraisal, creation of work & development plan.

Service Development & Review

The House Supervisor shall:

- Implement the mission and values of MacKillop Family Services.
- Participate in the development of policy and practice guidelines for MacKillop Family Services.
- Contribute to policy and program development and best practice standards within the organisation.
- Participate in program and service reviews.
- Attend appropriate program meetings.
- Implement and encourage the use of Sanctuary within the home i.e.: safety plans for Residential staff and children, community meetings and red flag meetings.

Financial Management

The House Supervisor shall:

- Ensure the home operates within the approved budget.
- Understand and provide a homely environment with the use of capital budget funds.

OHS Responsibilities

The House Supervisor shall:

- Take all reasonable and practical steps to ensure the workplace is safe in accordance with OH&S policies and procedures and ensure regular consultation with the OH&S representative for the home.
- Ensure a proactive and timely response to OH&S issues raised by staff.
- Participate in all relevant OH&S training and committees.
- Ensure the correct and timely local implementation of Work Cover, Rehabilitation / Return to Work policy and procedures.
- Follow the MFS Issue Resolution Procedure (Policy B.8.1) for the purpose of resolving issues affecting one's health, safety and welfare
- Not willfully interfere with or misuse items or facilities provided in the interests of health, safety and welfare of employees.
- Consult with direct supervisors and/or managers regarding health & safety issues affecting one's work place.
- Ensure OH&S responsibilities and objectives are addressed as part of regular supervision with residential staff, and is a leading item on all team meeting agendas.
- Complete Take Care forms as required.

Other

The House Supervisor shall:

- Be available to undertake higher duties and/or secondments within MacKillop Family Services.
- Adhere to procedures regarding vehicle usage and maintenance.
- Maintain records of expenditure and provide statements and receipts to finance team.
- Oversee and maintain the house and grounds in a state of good repair and presentation.
- Undertake other duties as required.

Key selection criteria

The incumbent will have:

- Cert IV in Child, Youth and Family Intervention, or other similar or relevant tertiary qualifications.
- Demonstrated experience and knowledge of the residential care field, particularly within a therapeutic environment.
- Proven ability to relate to and work with young people with social, emotional and behavioural difficulties.
- Proven skills and experience in development of behavioural management programs for children and adolescents with challenging behaviours.
- Ability to supervise and support staff.
- Experience and understanding of OH&S issues in the workplace and other workplace legislation.

- Good written and oral communication skills.
- Skills in program development and implementation.
- Support for the mission and ethos of MacKillop Family Services.
- 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.

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.
- 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 Card.
- Satisfactory criminal history check conducted by MacKillop Family Services.

Approval

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| Approver’s full name: | Rebecca Rhodes | Date: | February 2020 |
| Approver’s position title: | Area Manager - Eastern Services | | |
| 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.

