



Position Description

House Manager

ITC -SD

Wesley Home and Residential Care
March 2020

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



House Manager ITC-SD

Wesley Home and Residential Care

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley Home and Residential Care and ITC-SD

Wesley Home and Residential Care believes in providing every opportunity for people to live happy and fulfilled lives. We are committed to finding innovative and flexible ways to provide quality services for people while providing them with ways to learn develop and achieve their goals.

The Wesley Home and Residential Care team delivers services in the following areas

- Residential Aged Care
- Home Care
- Disability Services

The Intensive Therapeutic Care – Significant Disability (ITC-SD) service operates as part of Wesley Home and Residential care and provides therapeutic care to children and young people who have been diagnosed with a significant disability in statutory Out of Home Care. This program has a strong focus on facilitating and supporting young people with their journey to recovery from trauma with a team based



approach to providing individualised, person-centred care. Practice is underpinned by Wesley Mission's philosophy of care – everybody contributes, an ordinary life in community and you can choose. Wesley Missions ITC-SD service model aims to provide intensive support for 24 months, with an emphasis on:

- Skill-development to improve independence and quality of life and enable a smooth transition to adult disability services
- A reduction in support levels and intensity over time
- Achieving permanency outcomes

3 Overview of role

The House Manager ITC-SD is responsible for the delivery of high quality services, care and support that promotes the emotional, social and behavioural needs of vulnerable young people within Intensive Therapeutic Care. This position works within a trauma informed therapeutic framework and is responsible for the leadership, supervision, support and development of the ITC staff.

The House Manager ITC-SD works closely with the therapeutic specialist, caseworker and other ITC staff to assist the child/young person to heal from trauma and achieve their full potential.

4 Relationships

Reports to: Program Manager

Direct reports: Therapeutic Specialist ITC-SD

Case Worker ITC-SD

Direct Support Worker/Enrolled Nurse ITC-SD

Key relationships: Quality, Risk & Compliance (QRC) Specialist

Learning & Development (L&D) Specialist HRC and Dalmar

Works in partnership with government and non-government clinical services providers.

5 Major role responsibilities

5.1 Our clients

- Ensure the ITC-SD team assists all children/young people by providing the highest standards of support and care in accordance with the NDIS Standards and Child-Safe Standards
- Work collaboratively with the ITC team to develop strategies and plans for individual young persons that addresses presenting challenges, facilitate the development of new skills and perspectives, and increase engagement in education, employment, training and community activities
- Ensure that the program provides a nurturing, therapeutic and home-like environment (both inside and outside) that supports the physical and emotional safety of each young person



- Ensure the development, implementation and review of each child/young person's care plans where appropriate
- Regularly report to the Program Manager on child/young person issues as per organisational requirements
- Liaise with appropriate internal and external stakeholder's depending on the needs of the individual child/young person
- Ensure effective support is provided to the child/young person to assist them to develop appropriate behaviour management strategies
- Support the child/young person to implement a safety plan and activate safety plan if the child/young person is seeking additional safety
- Ensure that the rights of children/young people are protected, their wellbeing is actively safeguarded, and any concerns are reported immediately
- Coordinate preventative strategies to mitigate placement breakdown
- Promote democracy and support child/young person to engage in a participatory environment where they can have a say and influence in the decision-making process
- Ensure that services are sensitive to the needs of Aboriginal and Torres Strait Islander and CALD children/young people and their families;
- Ensure appropriate records and documentation are kept secure and privacy legislation are abided with
- Identify practice improvements that contribute to better outcomes for the child/young person

5.1.1 Performance Measures

- Regular reporting of agreed indicators
- High client satisfaction as measured through regular surveys

5.2 Our people

- Ensure that client mandatory reporting guidelines are understood by all workers and adhered to
- Develop a collaborative and accountable team, focussing on staff development, reflective practice, self-care and performance
- Work with the team to develop goals that are in line with the program's strategic goals, providing regular formal and informal review and feedback
- Provide expert advice to staff, encouraging contribution and involvement in the development of house-specific activities and the working/living environment
- Support and upskill the ITC-SD staff to increase skills and knowledge of Wesley Mission policies and procedures and the Intensive Therapeutic Care model and its application
- Ensure adequate and appropriate staff coverage is maintained to mitigate risks and ensure service viability and delivery
- Oversee the recruitment, development and retention of effective and motivated ITC-SD staff;
- Ensure that on boarding, orientation, induction, ongoing training requirements and probation requirements are met for all new workers,
- Create a team culture of inspiration and passion for Wesley Mission



- Ensure all Human Resource (HR) policies and procedures are understood and adhered to, and seek consultation with the HR department as required
- On a regular basis, conduct and document individual meetings with direct reports and facilitate feedback to ensure employee satisfaction and performance in line with Wesley Mission processes
- Ensure position descriptions for all staff are kept up-to-date and provide staff with clear role expectations, career training and development and career growth opportunities
- Regularly report to the Program Manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- Attend all scheduled meetings and conduct regular meetings with your team
- Lead the ITC house team through co-operation, collaboration and professionalism, including resolving any conflict in a timely and thoughtful manner; and encourage team engagement
- Be a strong ambassador for the Wesley Home and Residential Care team

5.2.1 Performance Measures

- High worker engagement as measured through the VOICE surveys, including pulse surveys
- Minimal number of worker grievances and incidents including Workers Compensation claims

5.3 Our operations

- Collaborate with the Central Access Unit (CAU) to determine client mix
- Manage the day to day operations of the house and the care and support of the children/young people
- Ensure a strong quality and continuous improvement focus within the team
- Work collaboratively with the Program Manager and QRC Specialist to ensure that policies, procedures and forms are aligned to ITC quality framework and service delivery models of practice
- Ensure that all ITC-SD staff are capturing and recording client data, within the appropriate systems, and in a way that informs the care and services that is required by children/young people as well as those care and services given
- Work collaboratively with the QRC Specialist to measure performance against the Quality and Safeguarding Framework and Child Safe Standards
- Ensure registration standards are being met
- Ensure that all service agreements, purchasing agreements and contracts related to the delivery of services are executed within the Wesley Mission Chart of Delegations
- Be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates.
- Promote the work of the organisation in the sector and wider community and maintain link with relevant organisations,
- Participate in service networks, inter-agency, regional planning and coordination forums as required
- Contribute to policy and program development and best practice standards at both program and organisational levels



- Coordinate preventative strategies to mitigate placement breakdown
- Ensure a strong quality and continuous improvement focus within the team
- Ensure all Office of the Children's Guardian accreditation standards reporting requirements are met
- NDIS Quality and Safeguard Commission reporting requirements are met.
- Provide after-hours support as required

5.3.1 Performance Measures

- Registration requirements of NDIS Quality and Safeguard Commission and Child Safe Standards are maintained
- Continuous service delivery improvement is actively demonstrated

5.4 Our financials

- Ensure that the program meets funding and contractual requirements and report any concerns to the Program Manager
- Participate in identifying funding opportunities and the preparation of funding applications
- Review and report on income & expenditure statements monthly
- Ensure sound financial stewardship within the approved budgets
- Work collaboratively with the Program Manager to develop and manage budgets and forecasts, ensuring that they meet the strategic objectives
- Develop and implement strategies to address any concerns
- Manage the home expenditure and ensure that it is appropriately invoiced, reconciled and within budget forecasts, ensuring that budgets meet the strategic objectives

5.4.1 Performance Measures

- Achieve budget
- Year on year income as per agreed KPI

6 Professional responsibilities

- As a worker, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- Ensure WHS responsibilities and objectives are addressed as part of regular supervision and as a item on all team meeting agendas;
- Remain informed of policy and practice developments in OOHC and proactive participation in policy review;



- Constructively participate in supervision with the ITC staff and participate in appropriate professional development opportunities and an annual performance appraisal and work & development plan
- Any other activities to support the delivery of the Wesley Home and Residential Care business plan and Wesley Mission strategy plan, as requested by your manager.
- Be available for on-call and after-hours support, including covering sleepovers as required;
- Be available to undertake higher duties and/or secondment as required and undertake other duties as required
- Participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Participate in Wesley Mission's Employee Contribution and Development (ECD) process
- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation and ongoing learning and development program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality.

7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- Ability to engage and inspire a team through clear decision making and the provision of a supportive and collaborative leadership style, to coach and mentor others
- Demonstrated ability to work unsupervised as well as be an effective team player with a positive can-do attitude
- Confident professional with strong initiative and business acumen
- Displays emotional maturity and resilience
- Relates well to a range of people with sound listening and problem-solving skills
- Confident professional with strong initiative
- Respecting the values and experience of others
- Outstanding interpersonal skills, flexible, patient and ability to relate well to all levels of society that Wesley Mission interacts with



Essential skills/knowledge

- Minimum of 3 years' experience successfully managing teams and individuals using contemporary approaches
- Demonstrated skills and experience in program management, service development and review and experience in delivering positive outcomes for young people and families
- Demonstrated ability to build positive relationships and work collaboratively with internal and external stakeholders
- Demonstrated experience in working with young people with complex care needs
- Demonstrated ability to manage crisis situations and make sound decisions under pressure
- Commitment to working respectfully with Aboriginal and Torres Strait Islander and culturally and linguistically diverse children/young person, communities and staff
- Commitment to WHS, risk management and quality improvement practices
- Proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines and Budgets
- Demonstrable skills in conflict resolution, change management and financial management
- Experience in managing a team and developing team for superior performance thorough attention to detail and follow through, including meeting QRC and reporting requirements
- Excellent written and oral skills, public speaking and presentation capabilities
- Outstanding interpersonal skills, flexible, patient and ability to relate well to all levels of society
- Proficient computer skills in Microsoft Office.

Essential qualifications

- Current registration with AHPRA as a Registered Nurse Division 1
- Current First Aid certificate
- Current NSW Driver Licence
- Current NSW Working with Children Check and satisfactory criminal history record check

Desirable skills/knowledge

- Diploma qualification in Community Services, Management, Trauma, Mental Health or equivalent
- Minimum of 5 years' direct experience in working with high risk or vulnerable children and young people in an out of home care environment
- A well-developed understanding of Intensive Therapeutic Care and child protection and support in NSW and experience in their practical application
- Understanding of Out-of-Home-Care policy, standards and quality frameworks
- Working knowledge of relevant legislative requirements including but not limited to Children and Young Persons (Care and Protection) Regulation 12 under the Children and Young Persons (Care and Protection) Act 1998; Ombudsman Act 1974 (Amendment); Adoption Act 2000;
- Working knowledge of the Office of the Children's Guardian Standards
- An appreciation of the challenges involved in managing a diverse workforce within a not for profit environment