



Position Description

Support Worker

ITC - SD

Wesley Home and Residential Care
August 2020

Agreement

Signed – Manager

Signed – Employee

Date

Date



Support Worker 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, often comorbid place within the statutory Out of Home Care



system. This program has a strong focus on facilitating and supporting young people, their families and key stakeholders with the young person's individual journey to recovery from trauma with a multi-disciplinary team-based approach to providing individualised, person-centred care. The young people within this program have multiple health, emotional, behavioural and social needs, the ITC-SD staff will be pivotal for increasing the day to day feeling of fulfillment in an individual's life. Practice is underpinned by Wesley Mission's philosophy of care – everybody contributes, an ordinary life in community and you can choose.

Wesley Mission's ITC-SD service model aims to provide intensive support, 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 consistent health, emotional, behavioural and psycho-social outcomes
- Achieving permanency outcomes

3 Overview of role

The ITC-SD Support Worker provides individualised support and care to children / young people appropriate to their needs, goals and aspirations. The ITC-SD Support Worker is responsible for the delivery of high-quality supports that promote the emotional, social and behavioural needs of vulnerable children and young people.

The focus of the ITC-SD support worker is to ensure that children/young people are supported to achieve goals and build skills across all domains of:

- Home and safety
- Education and skills
- Economic
- Health and wellbeing
- Social and community participation
- Personal empowerment

The ITC-SD Support Worker works closely with the ITC-SD Case Worker, Therapeutic Specialist, House Manager, and other ITC-SD Support Workers to provide therapeutic care to support children and young people with a disability to achieve their full potential.

4 Relationships

Reports to: Therapeutic House Manager, Disability Services ITC-SD

Key support: Case Manager ITC-SD
Therapeutic Specialist ITC-SD
Quality, Risk & Compliance (QRC) Specialists
Learning & Development (L&D) Specialist HRC and Dalmar

Key relationships: Support Workers ITC-SD



5 Major role responsibilities

5.1 Our clients

- Perform direct care to meet the physical, emotional, behavioural and social needs of children/young people. This may include, but is not limited to personal care, housework, transport, meal preparation and social activities
- Work collaboratively with the ITC - SD team to develop and implement strategies and plans for individual young people that address presenting issues, and facilitate growth and change through the development of new skills and perspectives
- Provide individualised support to children and young people appropriate to their needs, goals and aspirations
- Contribute to the development of a safe, non-violent, nurturing home-like environment (both inside and outside) that supports the physical and emotional safety of each young person
- Manage challenging behaviours in line with behaviour management plans, Wesley Mission Policies and Procedures and Child safety and disability frameworks
- Ensure the dignity of each child or young person is upheld Protect and respect the wellbeing of young people and report any concerns immediately
- Ensure required child/young person's medications are available, stored and administered correctly
- Report any changes in the needs of a child / young person to the House Manager immediately
- Equip children/young people with a range of skills to support their own day to day independence
- Help children/young people gain confidence and build community networks for support and encouragement
- Support children/young people to access information and experiences which assist them to develop a positive sense of identity
- Support children/young people to engage in a participatory environment where they can have a say in and influence the decisions that affect their lives
- Provide services that are sensitive to the needs of all diversities of child/young people and their families.
- To support a trauma informed therapeutic framework to achieve positive outcomes for young people and their families;
- Ensure that all practice is "Child Safe" within a therapeutic framework, responsive to individual needs and reflecting Wesley Missions values, policies and procedures;
- Provide support services that comply with the Office of the Children's Guardian Standards and NDIS Standards



- Actively support and encourage the continued involvement of the young person's family and support contact with them

Performance Measures:

- Adherence to children/young people's care plans
- Participation in meetings (as required)
- Agreed KPIS are met
- Reporting requirements are met

5.2 Our people

- Complete Wesley Mission induction, orientation program and all mandatory training
- Attend and participate in regular supervision, support meetings and team meetings
- Attend and participate in the Employee Contribution & Development process
- Be a part of creating a team culture of support and respect
- Commit to a continuing process of personal self-development, training and skills acquisition
- Provide supports that reflects Wesley Mission's values, policies and practice frameworks
- Work collaboratively with other Wesley Mission staff, service providers and families
- Participate in case conferences and case review meetings as required
- Be a strong ambassador for the Wesley Home and Residential Care team
- Identify and recommend opportunities to increase team satisfaction and engagement
- Complete reports as required and ensure that sensitive client information is kept secure and treated confidentially
- Undertake rostered duties and other duties as required by your manager
- Maintain a knowledge of and follow all mandatory reporting requirements
- Comply with Wesley Mission's administrative and financial management procedures

Performance Measures:

- Successfully complete induction and orientation and all mandatory training
- Attendance at all scheduled meetings
- Attendance at relevant staff development opportunities
- Display behaviours which are in line with Wesley Mission's values and Code of Conduct



5.3 Our operations

- Maintain records and documentation as required
- Incident forms are completed in a timely manner as per operational procedures
- Identify improvements that contribute to better outcomes for children/young people.
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates.
- Maintain an understanding of the principles of Child Protection and work collaboratively with other government and non-government agencies to ensure the protection of children and young people;
- Work collaboratively with the QRC Specialist to monitor performance against the Quality and Safeguarding Framework
- Ensure a strong quality and continuous improvement focus within the disability services team in Wesley Home and Residential Care

Performance Measures:

- Regular reporting requirements are met
- Agreed KPIs are met
- Compliance with policies and procedures

5.4 Our financials

- Comply with Wesley Mission's administrative and financial management procedures

6 Professional responsibilities

- Any other activities to support the delivery of the Wesley Home and Residential Care Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- 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
- Promote the understanding and acceptance of policies and procedures addressing the requirements of Equal Employment Opportunity, Anti-Discrimination, Affirmative Action and Work Health and Safety
- Maintain the currency of all required Wesley Mission and legislated screening clearances and verifications (e.g. working with children check)



- Ensure that risk management principles are exercised in accordance with Wesley Mission policies and that incidents of high or material risk are reported immediately to your supervisor
- 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 worship services, functions, meetings, seminars, training courses as directed by your supervisor
- 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 in line with Wesley Mission policies and procedures.

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
- Demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- Relates well to a range of people with sound listening and problem-solving skills
- Confident professional with strong initiative
- Displays emotional maturity and resilience

Essential skills/knowledge

- Diploma in Community Services or related area
- Previous experience working with people with disability and/or children and young people
- Willingness to work flexible working hours including shift work, weekends and sleep overs
- Demonstrated experience working effectively within a team
- Experience and understanding of WH&S issues in the workplace
- Outstanding interpersonal skills, flexible, patient and ability to relate well to all levels of society that Wesley Mission interacts with
- Good written and verbal communication skills
- Intermediate computer skills



- Current unrestricted NSW driver' licence (must have as a minimum P2 licence to drive a Wesley Mission vehicle)
- A current first aid certificate
- A current Working with Children Check and a satisfactory criminal history record check

Desirable Criteria:

- Demonstrated skills and experience in the provision of services to children / young people in residential care or supported accommodation
- An understanding of the NDIS framework, Child-Safe Standards and the ITC – SD Model
- Demonstrated ability to implement case plan goals for young people with challenging behaviours
- Demonstrated experience working therapeutically with children/young people who have experienced significant challenges and trauma