



Position Description

Position Title	Welfare Project Manager
Team	Care
Reports to	Director of Operations
Direct Reports	Senior Carers
Date effective	As per agreed
Award	SCHADS Award, Social and Community Services, Level 5, Pay point 3
Location	Youth and allocated homes as required

Organisational Context

Lighthouse Foundation care for vulnerable young people, children and babies who typically come from backgrounds of long-term neglect and abuse. The young people in our care include homeless adolescents, young parents, young people escaping human trafficking and children in the Out of Home Care system. Lighthouse have developed an evidence based and integrated model of care (LMC) that seeks to support the re-establishment of psychological agency after profoundly disempowering experiences for all it's young people, children and babies.

The Lighthouse Model of Care (LMC) is a holistic therapeutic treatment program which draws on over 60 years of empirical research into human development across the fields of psychology, psychiatry, trauma and neurobiology. Framed by trauma informed practice and informed by attachment and psychoanalytic theory, the Lighthouse Model of Care weaves together and integrates these frames to create a therapeutic treatment environment in which the mental and physical health and wellbeing as well as social, emotional, cultural and educational capacities of young people in Lighthouse homes are developed and enriched.

The LMC places emphasis on re-establishing a young person's physical and emotional safety, and on the restoration of the young person's capacity for intentionality, agency, and hope. The LMC places particular importance on the provision of a caring network of respectful and emotionally skilled and reflective professionals, who are able to empathically feel their way into the young person's shoes, and views reflective practice as a core element of what it means to be "trauma informed".

Lighthouse's Model of Care offers young people multiple pathways for care and enables young people to remain connected with the Lighthouse Community through the various programs offered or through our On for Life program after they transition into independent living.

Vision

To end youth homelessness together

Mission

To transform the lives of young people, children and babies in need, together with the community.

Our Values

Respect

Courage

Kindness

Thoughtfulness

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Primary Purpose of the Position

The role will be expected to provide high level operational governance, management and leadership to all Lighthouse Programs. In particular this role will provide operational leadership and guidance to the Parent and Baby and Adolescent programs by providing operational supervision, facilitation of meetings, oversight and alignment of operational procedures and consultation to the development of all Lighthouse Programs. This role will also require the Welfare Project Manager to ensure the core KPI's for the P&B and Adolescent programs and yearly operational plans are met.

Key Responsibilities

Role Specific Requirements	
Area of Responsibility	Activities <i>(performance measured against activities during reviews)</i>
People Management	<ul style="list-style-type: none"> • Embed operational and procedural consistency in and across homes • Ensure Parent and Baby Program is meeting its Key Performance Indicators • Ensure Adolescent Program is meeting its Key Performance Indicators • Hold responsibility for the rostering of staff including interconnections between rosters and payroll • Role model a leadership style that is relationship driven and consistent with the Lighthouse Model of Care and Code of Conduct • Work with the Manager of Human Resource to oversee all Care recruitment, selection and induction needed to satisfy care programs. • Ensure Carers are appropriately inducted, trained and orientated • Ensure new Carers awareness and compliance with Lighthouse policy and procedures • Oversee the entire process of all critical incidents in the P&B and Adolescent Programs ensuring reporting, documentation, and carer support such as clinical supervision. • Provide reliable and predictable operational support, feedback, guidance to all Senior Carers • Role model a leadership style that is relationship driven and consistent with the Lighthouse Model of Care • Complete employee performance reviews along with objective and development plans annually • Undertake formal Performance management of staff where required with guidance of Human Resources • Conduct trainings as required • Undertake shifts in home where required
Young Person	<ul style="list-style-type: none"> • Oversee the organisation key performance indicators around Young.



	<ul style="list-style-type: none"> • Collaborate with the Manager of Lighthouse Institute to ensure Young Persons IDP are completed ensuring timely and accurate reporting • In conjunction with the Manager of Clinical Services ensure homes are enacting the Lighthouse Model of Care with intentionality and fidelity • Undertake Supported Conversations with young people when required
Home Management	<ul style="list-style-type: none"> • Oversee all rostering for the homes with a focus on ensuring as much consistency of carers as possible • Ensure homes/cars are clean and good repair consistent with Lighthouse Standards • Ensure Home environment reflects the Lighthouse Model of Care with home conducive to a therapeutic treatment environment • Ensure Therapeutic Carers hold the quality standards • Ensure the home fulfils all the compliance and frameworks reporting to OH&S and Quality Standards • Implement Annual Auditing of program homes to ensure alignment to Lighthouse Model of Care and all homes meet all OH&S and quality requirement.
Networking	<ul style="list-style-type: none"> • Ensure a very high standard of professionalism when engaging with external agencies • Lighthouse's Code of Conduct is adhered to • Ensure there is accurate and up to date case noting and medication documentation within the homes • All other policies, procedures and legislation (State and Federal) relevant to Lighthouse Foundation and its work (refer to the Lighthouse Legislation and Regulation register). • Oversee and ensure compliance with all critical incident care, documentation and follow-up reporting requirements • Child Protection Policy and legislation policy requirements are followed
On Call Roster	<ul style="list-style-type: none"> • Manage the Lighthouse On Call roster ensuring recruitment, training & reporting are adequately met
On for Life Program	<ul style="list-style-type: none"> • Ensure there is an appropriate connection with Young People in the On For Life program. • Ensure there is a response to young people needing support from the on for life program in accordance with program guidelines

Organisational Specific Requirements

Organisational participation	<ul style="list-style-type: none"> • Attend and facilitate team meetings, trainings, whole staff meetings and planning days <p>Contribute to the implementation of reliable and predictable community events on the weekends</p> <ul style="list-style-type: none"> • Contribute to collaborative practice across the organisation
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Professional development	<ul style="list-style-type: none"> • Participate in regular supervision, professional development and review meetings • Attend regular group processes and trainings as required • Contribute to a culture that is reflective, inclusive and open
OH&S	<ul style="list-style-type: none"> • Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and young people including following safe working procedures and instructions
Risk	<ul style="list-style-type: none"> • All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks • Identify and communicate any risks in Care
CQI	All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks
Commitment to Lighthouse culture	Staff are expected to participate in the processes and practices that uphold the Lighthouse culture
Commitment to trauma informed practice	<p>Staff are expected to:</p> <ul style="list-style-type: none"> • Engage in personal and professional development to integrate their understanding and response to people and systems that have been impacted by trauma • Create or maintain a physical and emotional environment that promotes healing • Engage in conflict resolution processes when required

Performance Measurements

An annual work plan will be developed in line with the Position Description and Lighthouse Foundation's Annual Business Plan to measure performance.

Authorities – Financial and People

- Seek approval for all unbudgeted expenses
- Petty cash expenses up to \$1000 without prior approval
- All other authorities listed under the Lighthouse Delegation of Authority policy

Qualifications and Licences

- Minimum Bachelor qualification in a community service (e.g., youth work, disabilities, children's services, drug and alcohol)
- Current driver's licence
- Valid first aid certificate (if necessary) (or willingness to obtain one)
- Criminal Records check
- Current Working with Children check

Key Selection Criteria

Essential

- Demonstrated experience in leading program in the provision of care for young people
- Demonstrated experience in leading program in the provision of Parents and children

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- Demonstrated ability to work effectively within a collaborative team approach to service planning and program implementation
- Commitment to professional and personal development and its role in service delivery
- Commitment to reflecting on your work through group and individual clinical spaces
- Ability to plan, prioritise workloads and meet deadlines as required
- Demonstrated commitment to personal and professional development
- Experience with conflict resolution and mediation
- Ability to stay calm and rational in volatile situations
- Excellent written and verbal communication skills
- Demonstrated experience in providing supervision to staff
- Minimum 3years experience in working with statutory clients

Desirable

- Experience working in a therapeutic community
- Experience working within a trauma informed practice
- Prior knowledge of attachment and object relations theory
- Demonstrated understanding of the needs of children/young people with a disability
- Demonstrated understanding of Aboriginal and Torres Strait Islander cultural safety and awareness
- Demonstrated experience working in Residential Care Setting
- Demonstrated understanding of cultural safety for children and young people from culturally and/or linguistically diverse backgrounds.

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Employment Conditions

- Full time
- Compliance with Lighthouse Foundation’s Code of Conduct, including the Child Safe Code of Conduct, policies and procedures
- Lighthouse Foundation takes all reasonable steps to facilitate and maintain a safe environment for children, young people and all participants of our service. It is for this reason that Lighthouse requires all potential employees to undergo a psycho-social assessment prior to confirmation of employment.
- Terms and conditions of employment are outlined in employment contracts

Manager

Name:

Signature:

Date:

Performance review period:

Staff Member

Name:

Signature:

Date:

Next review date:

Note: The requirements and responsibilities contained in this job description do not create a contract of employment and are not meant to be all-inclusive. They may be changed by the role manager during employment on an as required basis. Any significant or material changes need to be discussed and agreed by incumbent and manager before inclusion.

The role description should be reviewed formally during the annual planning and performance assessment process.

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