

Position Description

Position title	ITC Homes Coordinator, Richmond/Tweed
Document ID	
Program/Unit	Richmond/Tweed PSP
Term	Full Time /Permanent
Classification	SHCADS Level 7 (subject to review of qualification & training)
Position reports to	Regional Manager, PSP Richmond/Tweed

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, New South Wales and Western Australia.

MacKillop has almost 1,500 staff, operating out of more than 50 sites, and has forecast annual revenue for the 2021/22 financial year of over \$150 million.

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.

MacKillop is deeply committed to promoting diversity. Our diversity encompasses differences in ethnicity, gender, language, age, sexual orientation, religion, socio-economic status, physical and mental ability, thinking styles, experience, and education. We believe that the wide array of perspectives that results from such diversity makes us more creative, flexible, accessible and productive.

Our purpose

MacKillop Family Services continues our founders' passionate commitment to social justice - to work for the rights of children, young people and families to be safe, to learn, feel nurtured and connected to culture. We provide high quality services to promote healing from trauma and loss, and to enable hopeful futures.

MacKillop Family Services will care compassionately, respond large-heartedly and advocate courageously.

Our vision

Children, young people and families are welcomed and supported by MacKillop to be empowered and thrive.

Our values

We commit to the following five foundational values which we continue to embed in the culture of our organisation and practice:

JUSTICE. We believe in the right of all people to experience respect and to have access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age. We advocate for inclusiveness and social justice in the wider community and commit to these principles across our organisation and all services we provide. *We believe in the right of all people to be treated justly and fairly.*

HOPE. We commit to creating positive and hopeful relationships where people find meaning in their experiences and relationships and are able to learn, explore their strengths and create possibilities for growth and change. *We seek to foster hope that assists people to find meaning.*

COLLABORATION. In our work with individuals, families and other organisations and groups, we commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment. *We commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment.*

COMPASSION. Compassion is an attitude of the heart, an expression of our shared humanity and a deep desire to alleviate another's suffering. We commit to creating an attitude of openness to others and to their circumstances. *We seek to foster compassion, an attitude of the heart and a response to exclusion and suffering.*

RESPECT. We value ourselves and other people, the earth and all creation. We seek to listen and learn from each other and build relationships with respect, being proud of what we hold in common and with understanding and tolerance of our differences. *We seek to act with respect with regard to each other, the earth and all creation.*

Our Sanctuary Commitment

Our values are brought to life through our commitment to the Sanctuary Model. Sanctuary is an evidence-supported, whole-of-organisation framework that guides how we practice as an agency. Sanctuary enables a shared language, knowledge, and response to the impact of trauma and loss on all of us.

Our seven Sanctuary Commitments are as follows:

- Non-Violence - Mean what you say and don't be mean when you say it
- Emotional Intelligence - Look out for yours and other people's feelings
- Social Learning - We all learn from, and teach each other
- Democracy - Everyone is heard
- Open Communication - Be honest and share information
- Social Responsibility - We all help each other ... It takes a village to raise a child
- Growth and Change - Open to new ideas and ways of thinking

NSW/ACT Services

MacKillop's NSW/ACT Division consists of the following programs: Permanency Support Program Metro Sydney; Children Youth and Families Metro Sydney; Permanency Support Program Northern NSW; Children, Youth and Families NSW South and ACT; and MacKillop Rural Community Services.

- Permanency Support Program (PSP) Metro Sydney provides Foster Care, Kinship Care and Intensive Therapeutic Care including Intensive Therapeutic Transitional Care, Intensive Therapeutic Care Homes, Therapeutic Supported Independent Living, Therapeutic Home-based Care and Therapeutic Sibling Option Placement. The program is based in Blacktown and operates across the Department of Communities and Justice' (DCJ) Western Sydney, Nepean Blue Mountains and South West Sydney Districts
- Children Youth and Families Metro Sydney provides Functional Family Therapy - Child Welfare, Family Preservation, Specialist Homelessness Services, Homelessness Youth Assistance Program and Targeted Earlier Intervention. The program is based in Blacktown and operates across the DCJ Western Sydney and Nepean Blue Mountains Districts
- With offices in Lismore and Tweed Heads the Permanency Support Program (PSP) Richmond/Tweed provides Foster Care, Kinship Care and Intensive Therapeutic Care including Intensive Therapeutic Transitional Care, Intensive Therapeutic Care Homes, Therapeutic Supported Independent Living, Therapeutic Home-based Care and Therapeutic Sibling Option Placement. The program operates in the Northern section of DCJ's Northern NSW District and into South East Queensland.
- Permanency Support Program (PSP) Clarence/Coffs provides Foster Care, Kinship Care and Intensive Therapeutic Care including Intensive Therapeutic Care Homes, Therapeutic Supported Independent Living, Therapeutic Home-based Care and Therapeutic Sibling Option Placement. The program is based in Grafton and operates in the southern portion of DCJ's Northern NSW District
- Children Youth and Families NSW South and ACT operates across two jurisdictions. NSW Services include Foster Care, Kinship Care and Intensive Therapeutic Care as part of the Permanency Support Program (PSP); Functional Family Therapy - Child Welfare; and Family Connect and Support. NSW services operate across the DCJ Illawarra Shoalhaven and Southern NSW Districts from offices located in Wollongong, Nowra, Batemans Bay, Bega, Cooma, Queanbeyan and Goulburn. ACT services include Intensive Therapeutic Residential Care.
- MacKillop Rural Community Services (MRCS) Program has three main service streams, Child and Family Services, Youth Services and Disability Services. Services are based in Balranald, Bourke, Brewarrina, Cobar, Coonabarabran, Coonamble, Gulargambone, Lightning Ridge, Nyngan, Walgett and Dubbo.

Position purpose

ITC supports children and young people with high and complex needs who are either unable to be supported in foster care or require specialised and intensive supports to maintain stability in their care arrangements. Complex mental health, disability, emotional and behavioural issues are characteristics of these children and young people, resulting in behaviours that often present a risk to themselves and others in their immediate environment.

The ITC system:

- Provides Therapeutic Care
- Has a strong focus on recovery from trauma
- Provides an alternative to long term residential care

- Does more to protect and keep children and young people safe
- Provides clear pathways to less intensive service types and permanency
- Provides a broader range of placement options for children and young people to achieve outcomes around mental health, physical health and education.

The Intensive Therapeutic Care (ITC) Homes Coordinator, Richmond/Tweed is responsible for coordinating the delivery of high quality services, care and support that promotes the emotional, social and behavioural needs, safety and wellbeing of vulnerable young within the ITC Homes in the Richmond/Tweed region. This position works within a trauma informed therapeutic framework and is responsible for overseeing service delivery in the ITC homes, providing leadership within the program, supervising ITC House Managers and House Supervisors, and supporting them to develop best practice amongst ITC staff. This position is responsible for ensuring that the ITC Homes and Intensive Therapeutic Transitional Care Home operate in line with MacKillop's Policies and Procedures and the OOH standards and legislation.

The ITC Homes Coordinator works closely with the ITC Casework Coordinator, Therapeutic Specialists, House Managers, House Supervisors, ITC Caseworkers and Therapeutic Youth Workers to provide high quality therapeutic care that supports young people to heal from their trauma and achieve their full potential.

The ITC Homes Coordinator, Richmond/Tweed reports to the Regional Manager PSP, Richmond/Tweed and is a member of the Richmond/Tweed PSP Leadership Team.

Primary objectives

Reporting to the Regional Manager PSP, Richmond/Tweed, the ITC Homes Coordinator, Richmond/Tweed, provides operational leadership and ensures compliance with MacKillop's Policies and Procedures, OOH standards, relevant legislation and Department of Communities and Justice (DCJ) contractual requirements.

The ITC Homes Coordinator is responsible for the delivery of high quality therapeutic services that provide positive outcomes for children, young people and their families.

The ITC Homes Coordinator will lead and support ITC and ITTC House Managers and House Supervisors to:

- Manage the daily operations of the home
- Coordinate the daily care and support of young people;
- Create and support a therapeutic environment within the home;
- Provide leadership, support and supervision to Therapeutic Youth Workers;
- Participate and engage in team planning, review and development in collaboration with Regional Manager PSP, Therapeutic Specialists, ITC Casework Coordinator, TSIL Coordinator, Caseworkers and other ITC staff;
- Manage the administrative systems that support ITC Homes including rostering, Time Target, supervision, recruitment, imprest, and responsive maintenance.

Key result areas and responsibilities

Program

The ITC Homes Coordinator Richmond/Tweed will:

- Be consulted around placement referrals and assist the ITC Casework Coordinator, Therapeutic Specialists and the Regional Manager in making decisions regarding the acceptance of children and young people into the ITC Homes.
- Work closely and collaboratively with the ITC Casework Coordinator in relation to all child/young person related issues and intake/client matching processes
- Ensure that all practices within the ITC Homes are child safe and uphold the rights of children and young people.
- Ensure that the 10 Essential Elements of Therapeutic Care are upheld within the ITC Homes.
- Promote embedding of Sanctuary and Therapeutic Crisis Intervention (TCI) within the ITC Homes.
- Ensure that services are sensitive to the needs of Aboriginal and Torres Strait Islander and CALD young people, and LGBTQI+ young people and their families and promote cultural safety for all;
- Identify and respond appropriately to risk to promote safety for young people, their families and staff. Work collaboratively with ITC staff to complete risk and safety assessments and escalate concerns to the Regional Manager as appropriate.
- Ensure that Critical Incident Reports are completed within the required time frames, and that responses are thorough and are implemented in line with expectations.
- Support ITC & ITTC House Mangers and House Supervisors to ensure appropriate records and documentation are kept secure and privacy legislation are abided with

Supervision

The ITC Homes Coordinator Richmond/Tweed will:

- Have oversight of and promote the development of each child / young person.
- Develop and maintain skills and expertise in key specialist areas such as attachment, child and adolescent developmental, child sexual abuse, physical and emotional abuse and neglect, separation and loss, mental health issues, and substance abuse.
- Provide regular supervision to House Managers / Supervisors and Therapeutic Youth Workers (as required) and document in accordance with MacKillop's procedures.
- Support House Mangers and House Supervisors to address performance issues that arise within their teams.
- Work with House Mangers and House Supervisors to ensure that staff complete all mandatory training and other relevant training including ITC Foundations, Sanctuary, ITC Induction, Therapeutic Crisis Intervention, Joint Protocol, Power to Kids and Healing Matters
- Identify training needs for staff that will promote high quality therapeutic care

Leadership and Coordination

The ITC Homes Coordinator Richmond/Tweed will:

- Build and develop a strong outcomes-focused team through effective recruitment, selection and induction processes; commitment to continuous improvement and accountability; and provision of ongoing practice development, coaching, supervision and support.
- Provide leadership and support to House Managers and House Supervisors to coordinate the youth work staff including recruitment and retention, supervision, overseeing the rostering process and providing support (as required).

- Ensure that all statutory child protection requirements are adhered to and the rights of children and young people are protected, their wellbeing is actively safeguarded and any concerns are reported immediately;
- Ensure a high standard of direct service delivery in line with the ITC Essential Elements.
- Ensure team meetings, house meetings and House Manager Meetings are held on a regular basis to promote a positive and integrated approach and share information.
- With the Regional Manager, monitor program expenditure and ensure the ITC Homes work within the agreed budget.
- Support House Managers and House Supervisors to develop, implement and monitor house and individual programs to meet the young people's personal, social, educational and case planning needs.
- Monitor the physical environment of all ITC Homes and support House Managers / Supervisors and individual ITC teams to ensure that the physical environment within their home is maintained to a standard that creates a sense of pride in their surroundings, promotes the well-being and development of children/young people, and supports the delivery of therapeutic care in line with the ITC essential elements
- Support ITC Staff to understand and effectively implement the Joint Protocol.
- Lead the ITC Homes team in a way that is consistent with MacKillop's values and Sanctuary commitments including resolving any conflict in a timely and solution-focused manner.
- Participate in local service networks, regional planning and coordination forums as required

Administrative Requirements

The ITC Homes Coordinator Richmond/Tweed will:

- Assist the Regional Manager to monitor expenditure in the ITC Homes and ensure that it is appropriately invoiced, reconciled and within budget.
- Approve relevant expenditure in line with the ITC Homes budget
- Monitor compliance of Imprest accounts and meet associated deadlines
- Oversight ITC Homes compliance via Family Journey and the OOHC dashboard.
- Oversee and approve hours of work of the House Managers and House Supervisors, including approved overtime, time in lieu applications and sign-off hours worked on fortnightly Time Sheets.

Property Maintenance

The ITC Homes Coordinator Richmond/Tweed will:

- Ensure that the ITC Homes are maintained in good working order in line with the ITC Essential Elements and MacKillop expectations.
- Maintain an up-to-date knowledge of the maintenance needs of each ITC Home.
- Approve repairs and maintenance to the homes in line with MacKillop's responsive maintenance system.
- Alert the Regional Manager to property needs which fall outside of budget, especially when health and safety of young people or staff is an issue.

Line Management & Accountability

The ITC Homes Coordinator Richmond/Tweed will:

- Delegate tasks to House Managers, House Supervisors and administrative staff appropriately.

- Constructively participate in supervision with the Regional Manager.
- Provide timely advice to the Regional Manager regarding client needs and dynamics, complaints, staff matters, or other issues that may present risk to MacKillop or the ITC program.
- Participate in appropriate professional development opportunities and in performance appraisal.

Service Development and Review

The ITC Homes Coordinator Richmond/Tweed will:

- Participate in the development and review of procedures, standards and policies for the ITC program as required.
- Contribute to policy and program development and best practice standards at the program, organisational and sector level.
- Develop and maintain knowledge of practice, policy and program direction changes within the ITC Sector.
- Participate in relevant working parties and reference groups both within MacKillop and at the wider sector level.
- Identify practice improvements that contribute to better outcomes for young people and their families.

Safety and wellbeing

The ITC Homes Coordinator Richmond/Tweed will:

- Take all reasonable and practical steps to ensure the workplace is safe in accordance with WH&S policies and procedures
- Ensure a proactive and timely response to WH&S issues raised by staff.
- Participate on MacKillop Family Services WH&S committees as required including the NNSW Local Sanctuary Practice Team (LSPT)
- Ensure WorkCover and Rehabilitation / Return to Work policy and procedures are implemented in an appropriate and timely way
- Ensure WH&S responsibilities and objectives are addressed as part of regular supervision and as a standing agenda item at all ITC Homes team meetings.
- Ensure the implementation of required OH&S audits e.g. Fire Safety.

Other

The ITC Homes Coordinator Richmond/Tweed will:

- Be available for on-call and after-hours support, including covering shifts as required.
- Be available to undertake higher duties and/or secondment within MacKillop Family Services.
- Implement the mission and values of MacKillop Family Services.
- Undertake other duties as required.

Key selection criteria

The incumbent will have:

- 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
- A tertiary qualification in social work, social science, community services, management or relevant field;
- Demonstrated understanding of child protection and an understanding of statutory child protection frameworks;
- Proven leadership skills and demonstrated ability in the supervision of staff;
- Demonstrated skills and experience in house management; service coordination, development and review; and experience in the Permanency Support Program
- Demonstrated ability to deliver positive outcomes for vulnerable children, young people and their families;
- Demonstrated ability to build positive relationships and work collaboratively with internal and external stakeholders;
- High level of initiative, ability to plan, organise and prioritise work, and work to tight deadlines under pressure;
- Excellent interpersonal skills, written and verbal communication skills;
- Strong understanding of OOHC policy, practice and quality frameworks
- Experience in working with trauma, attachment and resilience theory; and child and adolescent development;
- Competence in Microsoft Office including Outlook, Word, Excel, PowerPoint.

Other information

The incumbent is required to:

- Sign and actively abide by MacKillop's Code of Conduct;
- Observe and actively support MacKillop's P.8 People and Workplace Policy;
- Observe and fulfil health and safety responsibilities as contained within 'WHS-P-001 Responsibility Statements' document;
- 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;
- Incorporate cultural safety into your practice with Aboriginal families.

The incumbent must possess a:

- Valid and current NSW Drivers Licence;
- Valid and current NSW Working with Children Check;
- Valid and current NDIS Worker Check
- Satisfactory criminal history check conducted by MacKillop Family Services.

Approval

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Approver's full name: | Naomi Burke

Date: | 11 February 2022

Approver's position title:	Director NSW North & West		
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