

# Position Description

<b>Position title</b>	ITC Coordinator, Clarence/Coffs
<b>Document ID</b>	
<b>Program/Unit</b>	Northern NSW PSP
<b>Term</b>	Full Time /Permanent
<b>Classification</b>	SHCADS Level 7 (subject to assessment of qualifications and experience)
<b>Position reports to</b>	Regional Manager, PSP Clarence/Coffs

## 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

Intensive Therapeutic Care (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 ITC Coordinator, Clarence/Coffs 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 program in the Clarence/Coffs region. This position works within a trauma informed therapeutic framework and is responsible for overseeing all aspects of service delivery of the ITC program in the region including Intensive Therapeutic Care Homes and Therapeutic Supported Independent Living. The position oversees the operation of homes and delivery of casework, providing leadership within the program.

The ITC Coordinator supervises ITC Caseworkers, House Managers, Senior Youth Workers and TSIL Youth Workers, supporting them to develop best practice. This position is responsible for ensuring that the ITC Homes and Therapeutic Supported Independent Living Program operate in line with MacKillop's Policies and Procedures and the OOHHC standards and legislation.

The ITC Coordinator works closely with the, Therapeutic Specialists, House Managers, 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 Coordinator, Clarence/Coffs reports to the Regional Manager PSP, Clarence/Coffs and is a member of the Clarence/Coffs Leadership Team.

## Primary objectives

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

The ITC Coordinator, Clarence/Coffs, provides operational leadership for the ITC program and ensures compliance with MacKillop's Policies and Procedures, OOHHC standards, relevant legislation and Department of Communities and Justice (DCJ) contractual requirements.

The ITC Coordinator will:

1. Lead and support ITC House Managers and Senior Youth Workers 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;
  - Manage the administrative systems that support ITC Homes including rostering, Time Target, supervision, recruitment, imprest, and responsive maintenance.
2. Lead and coordinate the delivery of specialist casework in accordance with the legislative and contractual requirements of the PSP for all ITC clients in the region.

3. Lead and support the operations of TSIL/SIL program in Clarence/Coffs including property sourcing and management, provision of youth work support, oversight of casework and supervision of staff.
4. Participate and engage in team planning, review and development in collaboration with Regional Manager PSP, Therapeutic Specialists, Caseworkers and other ITC staff;

## Key result areas and responsibilities

The ITC Coordinator will:

- Ensure that the 10 Essential Elements of Therapeutic Care are upheld within the ITC program.
- Be consulted around placement referrals and assist the Therapeutic Specialists and the Regional Manager in making decisions regarding the acceptance of children and young people into the ITC programs.
- Support House Managers/Supervisors and Caseworkers 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
- Facilitate team meetings and other opportunities for reflective practice involving relevant stakeholders;
- Promote democracy and support young people and staff to engage in a participatory environment where they can have a say and influence the decision making process;
- Identify and respond appropriately to risk to promote safety for young people, their families and staff. Ensure that Critical Incident Reports are completed within the required time frames, and that responses are thorough and are implemented in line with expectations.
- Ensure that all practices within the ITC program are child safe and that the rights of young people are protected, their wellbeing is actively safeguarded, and any concerns are reported immediately;
- Ensure all statutory child protection requirements are adhered to;
- Support Caseworkers to provide responsive casework practice to individual client needs ensuring the needs of children and young people are met through the development, implementation and review of individual client case plans aligned to the permanency placement principles;
- Ensure that services are sensitive to the needs of Aboriginal and Torres Strait Islander and CALD children, young people and their families;
- Identify practice improvements and contribute to policy and program development and best practice standards at the program, organisational and wider service sector levels to promote positive outcomes for children, young people and their families;
- Ensure targets are met in accordance with the PSP DCJ contract;
- Ensure services comply with OOHC standards and client and carer records in Family Journey and Child Story are accurate and up-to-date;
- Provide data and reports in accordance with MacKillop and DCJ requirements;
- Source, inspect and supervise the setup of appropriate TSIL properties
- Manage the services provided within the MacKillop budget and the strategic and operational plans and report any concerns to the Regional Manager PSP;

- Ensure that expenditure is appropriately invoiced, reconciled and within budget;
- Promote growth and change and the provision of trauma-informed therapeutic care through ensuring compliance with mandatory training, provision of on-the-job training, coaching, supervision and performance appraisals to all staff and volunteers.
- Provide regular supervision to House Managers/Supervisors, Caseworkers and Therapeutic Youth Workers (as required) and document in accordance with MacKillop's procedures.
- Support House Managers/Supervisors to address performance issues that arise within their teams.
- Manage staff recruitment and make recommendations to the Regional Manager PSP regarding selection of staff;
- Ensure all new staff, student placements and volunteers are inducted and appropriately supported on commencement of employment in line with MacKillop's induction and probation procedures;
- Respond to and manage identified staffing issues, maintain accurate record of actions taken and consult and inform Regional Manager PSP;
- Supervise and monitor staff work routines and approve time sheets, leave, time in lieu and overtime in consultation with the Regional Manager PSP
- Ensure WHS responsibilities and objectives are addressed as part of regular supervision and as an item on all team meeting agendas.
- Take all reasonable and practical steps to ensure the workplace is safe in accordance with WHS requirements and ensure a proactive and timely response to WHS issues raised by staff;
- Participate on MacKillop Family Services WHS committees as required;
- Promote embedding of Sanctuary and Therapeutic Crisis Intervention within ITC.
- Ensure services reflect the organisation's values, policies and practice frameworks;
- Provide timely advice to the Regional Manager PSP with regard to critical incidents, complaints, industrial matters, or other situations that may present "risk";
- Promote the work of the organisation in the sector and wider community and maintain linkages with relevant organisations and participate in service networks, inter-agencies, regional planning and coordination forums;
- Be available for on call and after-hours support as required.
- Be available to undertake higher duties and/or secondment as required; and
- 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, casework 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

<b>Approver's full name:</b>	<b>Naomi Burke</b>	<b>Date:</b>	11 February 2022
<b>Approver's position title:</b>	Director NSW North & West		
<b>Incumbent's full name:</b>			
<b>Incumbent's signature:</b>		<b>Date:</b>	



*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*