

Position Description

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| Position title | ITC House Manager |
| Program/Unit | PSP Intensive Therapeutic Care (ITC) / Intensive Therapeutic Care Homes (ITCH) or Intensive Therapeutic Transitional Care (ITTC) |
| Classification | SCHCADS Level 7 - Dependent on qualifications & experience |
| Position reports to | Regional Manager PSP |

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 2022/23 financial year of over \$213 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 race or ethnicity, gender identity, gender expression, intersex status, sexual orientation, language, age, religion, socio-economic status, relationship 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 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
- Permanency Support Program (PSP) Northern NSW provides Foster 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 Grafton and Lismore and operates across the DCJ Northern NSW District
- Children Youth and Families NSW South and ACT operates across two jurisdictions. NSW Services include Foster Care and Intensive Therapeutic Care as part of the Permanency Support Program (PSP); Functional Family Therapy – Child Welfare; and Family Referral Services. 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, Brewarrina, Cobar, Condobolin, Coonabarabran, Coonamble, Gulargambone, Lightning Ridge, Nyngan, Walgett, Weilmoringle, and Dubbo.

Position purpose

The House Manager Intensive Therapeutic Care (ITC) is responsible for the delivery of high quality services, care and support that promotes the emotional, social and behavioural needs of vulnerable young 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 works closely with the Therapeutic Specialist, Caseworker and other ITC staff to provide high quality therapeutic care and assist young people to heal from trauma and achieve their full potential.

DCJ is implementing a new ITC system to support 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 will:

- Provide Therapeutic Care
- Have a strong focus on recovery from trauma
- Provide an alternative to long term residential care
- Do more to protect and keep children and young people safe
- Provide clear pathways to less intensive service types and permanency
- Provide a broader range of placement options for children and young people to achieve outcomes around mental health, physical health and education.

The position will support and contribute to the transition of services from the former residential care system to the new ITC system and service requirements.

Primary objectives

- To manage the daily operations of the home;
- To coordinate the daily care and support of resident young people;
- To create and support a therapeutic social environment within the home;
- To provide leadership, support and supervision to staff in the care and management of each young person;
- To participate and engage in team planning, review and development in collaboration with Regional Manager PSP, Therapeutic Specialists, Caseworkers and other ITC staff;
- To manage the household financial responsibilities.

Key result areas and responsibilities

The House Manager will:

- Manage the day to day operations of the house and the care and support of young people and staff including property and grounds inspections, staff deployment and replacement and roster changes;
- Ensure that youth work practice is 'Child Safe' and responsive to individual client needs, reflecting MacKillop's values, policies and practice frameworks;
- Ensure 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;
- Actively support and champion the Sanctuary model and manage the houses in line with the seven Sanctuary commitments;
- Ensure appropriate records and documentation are kept secure and privacy legislation are abided with;
- Work collaboratively with the ITC team to develop strategies and plans for individual young people that address presenting issues, facilitate the development of new skills and perspectives, and increase engagement in education, employment, training and community activities;
- Promote democracy and support young people and staff 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 young people and their families;
- 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;
- Participate in the development, implementation and review of each young person's care plans where appropriate, ensure that family is included in any of the decision making where appropriate;
- Ensure effective support is provided to young people to assist them to develop appropriate behaviour management strategies, support the young person to implement a safety plan and activate safety plan if the young person is seeking additional safety;
- Ensure opportunities are made available for young people to maintain contact, and where appropriate, invite family members, relatives and friends to the home. This may include the facilitation of planned family contact;
- Lead the ITC house team through co-operation, collaboration and professionalism, including resolving any conflict in a timely and thoughtful manner;
- Manage the development and implementation of staff rosters and ensure that staff function within relevant Award and legislative employment requirements; Lead staff meetings and ensure house meetings are scheduled and conducted as required;

- Support staff in their day to day work and report on staff's performance and developmental needs to the Regional Manager PSP;
- Provide regular supervision to the ITC youth worker team and support their ongoing learning and development;
- 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;
- Contribute to policy and program development and best practice standards at both the program, organisational and wider service sector levels;
- Manage the home expenditure and ensure that it is appropriately invoiced, reconciled and within budget;
- Ensure that the program meets funding and contractual requirements and report any concerns to the Regional Manager PSP;
- Identify practice improvements that contribute to better outcomes for young people and their families;
- 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;
- 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 Regional Manager PSP and participate in appropriate professional development opportunities and an annual performance appraisal and work & development plan;
- 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.

Key selection criteria

The successful applicant will have:

- A tertiary qualification at Bachelor Degree level in social work, community services, management or relevant field. Existing staff have a transition period to gain the minimum qualifications. Aboriginal staff, a qualification is desirable but experience and willingness to participate in training is acceptable;
- Demonstrated understanding of child protection and an understanding of statutory child protection frameworks;
- Proven leadership skills and demonstrated experience in the supervision of staff;
- Demonstrated skills and experience in program management, service development and review and experience in delivering positive outcomes for vulnerable 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 policy, practice and quality frameworks;
- Experience in working with trauma, attachment and resilience theory and child development;
- Knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people and their families;

- 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.
- 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.

The incumbent must possess a:

- Valid and current NSW Driver's Licence.
- Valid and current NSW Working with Children Check.
- Valid and current NDIS Worker Check (for NDIS risk assessed roles).
- Satisfactory criminal history check conducted by MacKillop Family Services.

Approval

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| Approver's full name: | Jude Ekerick | Date: | 14/07/2022 |
| Approver's position title: | State Director, NSW/ACT | | |
| 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.



MacKillop celebrates and draws strength from diversity and respects the dignity of all people. Every person at MacKillop has the right to be safe and to be treated justly. We value every person's cultural or linguistic background, ethnicity, sexual orientation, gender identity, gender expressions, intersex status, relationship status, religion or spiritual beliefs, socio-economic status, age, and abilities.