

	Position Title: Night Residential Care Supervisor	Team: Residential Care Services	  
	Band: B	Salary: House Supervisor	Date: July 2026

OUR VISION AND PURPOSE	ROLE CONTEXT
We believe children, young people and families should be safe, thriving and hopeful. Our Vision for 2026: Together we will courageously change lives and reimagine service systems. For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose. Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice. We look forward to working with our staff, carers, partners, supporters and government, to ensure children, young people and their families can create the future they imagine for themselves.	Berry Street's Residential Services offers accommodation and support to children and young people who are referred through the Child Protection system. The Night Residential Care Supervisor is an integral role ensuring the overnight safety of children and young people living in our residential houses, and this Supervisor role supervises, coaches and mentors these staff during their shifts.
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
We expect all staff to apply these Values in all aspects of their work. Courage: to never give up, maintain hope and advocate for a 'fair go' Integrity: to be true to our word Respect: to acknowledge each person's culture, traditions, identity, rights, needs and aspirations Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills	The primary objectives of the role are to provide supervision, support, coaching and mentoring to a team of Night Residential Care Workers that ensures high quality, therapeutically focused care and attend to and respond to queries and concerns from staff in a prompt manner. Further, the Night Supervisor ensures that the overnight safety plans for the children and young people are met, ensures the house environment provides a sense of safety, structure, acceptance and security at all times for children and young people and for staff and oversees the night time operation of a homes in accordance with Berry Street Values, Policies, Guidelines and Practice Standards and Practice Manuals/directions. The Night Supervisor will provide telephone support and advice to night residential care workers and attend incidents as required, providing an on-site response.
	REPORTING RELATIONSHIPS
	This role is based in Berry Street's Gippsland Region, with homes on Gunai Kurnai Country. However, you may be required to work across different homes in the Gippsland Region depending on the program's needs. This role reports to the Senior Manager, Residential Care who will provide supervision and review.

EXPECTATIONS	
• Conduct oneself in accordance with the Berry Street Code of Conduct, which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement. • Raise all health, safety, and wellbeing issues or concerns with managers, observe all safe work procedures and instructions, and take reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner. • Participate in regular supervision, performance planning and review processes and probationary reviews. • Complete mandatory training within designated timeframes. • Berry Street is committed to service delivery that prioritises and celebrates diversity and inclusion in our staff and the children, young people and families we support. Every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality, or religion. • Berry Street is committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify as LGBTIQ+.	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
• Excellent written and oral communication skills (including public speaking, presentations and facilitation skills). • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies. • Experience providing supervision, monitoring workloads and individual performance. • Demonstrate culturally informed and respectful practice. • Capacity and skills in engaging children and young people who have experienced significant trauma and demonstrate emotional and behavioural dysregulation. The ability to adapt engagement and communication strategies according to the situation. • Empathy for the young people in our care, open mindedness, non-judgemental and understanding. • A genuine commitment to provide stability and quality care for children and young people who have experienced significant trauma. • Good written communication and comprehension skills – follow plans and express ideas and information clearly. • Able to think clearly, calmly making decisions as required, often in a crisis. • Capacity to acquire knowledge of legislation, policy and issues relating to children and young people involved with Child Protection and Youth Justice. • Capacity to acquire knowledge and understanding of child development and understand the reasons behind traumatised children and young people’s behaviour. • Highly-developed capacity for emotional self-regulation including the capacity to set and maintain consistent boundaries to provide safety, stability and consistency.	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
• A Cert IV or Diploma qualification in Child, Youth and Family Intervention or relevant qualifications including social work, youth work, alcohol/other drugs and/or substantial experience in working therapeutically with children and young people. • Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.	• Demonstrated experience in the provision of care and support to young people in “out of home care”.

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| <ul style="list-style-type: none">• The foundational and TRC specific stages of the mandatory staff training in trauma-informed care (With Care Training).• Positions working in unsupervised contact with young people in Out of Home care settings will be subject to Worker Carer Exclusion Scheme (WCES). Employees have a legal obligation to advise Berry Stret if they are under investigation or have been excluded prior to and during the course of their employment. | |
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KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	• Ensure a home-like setting both inside and outside that provides a sense of normality and community and ensure the physical and emotional safety of each child or young person where they are protected from re-traumatising experiences. • Establish and develop relationships with other agencies as appropriate such as DFFH, Police, Mental Health, Education Providers etc. to ensure resident's needs are met. • Working with staff to ensure the therapeutic needs of each child or young person based on the specialised assessment process are met on a day to day basis. • Update systems to ensure that client record systems are kept up to date and contain all information required. • In conjunction with House Supervisors, assist in the overall monitoring, development and identification of service delivery gaps of the Regions Residential Services. • Supervise staff to provide a high standard of care to children and young people with the key focus of assisting children and young people to settle for bedtime. • Communicate with all night staff throughout the shift to ensure staff and young people are safe. • Respond promptly to telephone calls from staff seeking assistance or clarification. • Respond to incidents in person, providing an on-site support as required to assist night staff to manage incidents or attend to the needs of the young people. • Assist in the management of de-escalating young people. • Support and facilitate young people to feel connected and safe in the residential care unit. • Support young people to keep themselves safe by discussing strategies with young people through incidental learning on a case by case basis and by following crisis management plans and the Overnight Safety Plan. • Attend incidents as requested for HBC, ICMS, Lead Tenant etc.
Leading People	• Lead by example in actively promoting and implementing the requirements of Berry Street's positive duty to provide a safe workplace, health and safety management system – policies, procedures, and processes. Including, holding staff accountable for observing all safe work procedures, rules, and instructions. • Provide feedback and wellbeing support through probationary reviews, regular supervision meetings, annual performance planning and review. • Ensuring direct reports have completed all mandatory training and development required for their role.
Administration	• To keep, maintain and secure designated records (including electronic records). • To document records as required (including ERIN reports) and ensure staff complete all documentation. • Verify and submit staff timesheets to the Manager. • To manage and supervise closely, House expenditure such as petty cash, monthly House allowance and other client related expenses. • Advise the appropriate people of any repairs that may be required at the unit or with any equipment used by staff and young people. • Update the WIKI as appropriate. • Liaise with the Senior Work On Call for back up as required.
Program Development	• Assist in the recruitment, selection, and training of Residential staff as required.

	• Facilitate the orientation and induction of new staff into the unit. • Coordinate staff leave arrangements to ensure adequate coverage and minimum use of agency staff. • Provide formal supervision for the Residential staff in accordance with Berry Street Victoria Policy. • In conjunction with the Team Leader Residential Services, complete annual performance appraisals of all Residential staff in accordance with Berry Street Policy. • Support staff during and post incidents, facilitating demobilisation and defusing for staff as required. • Inform the team leader/manager of all serious incidents as soon as they occur. • Support the development of skills and capabilities of Residential staff in consultation with the Team Leader / Manager • Participate in and prepare for supervision. • Complete all mandatory training within the required timelines. • Have awareness of EAP availability.
Other	• As part of Berry Street's commitment to the safety of our workforce and of clients, Residential Care staff are required to wear a GPS tracked personal safety device while on duty. • Participate in supervision. • Participate in relevant organisation meetings. • Other duties as required.



Believing In Children,
Young People, Families
& Their Future.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Client Facing and Service Delivery	Work with clients who may have a physical, psychiatric, or sensory disability.	Daily
	Interact with clients and members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Daily
	Work with complex clients which may expose you either directly or vicariously to emotionally challenging concepts such as self-harm, trauma, illegal activity and/or violence.	Daily
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Daily
	Work in a client's home or their family home alone and/or with others.	Daily
	Represent, advocate, and cooperate with legal processes which may include attendance to court.	Regular
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in different geographic locations.	Daily
	Be exposed to all outdoor weather conditions.	Occasional
	Work via computer from home as required.	Not Applicable
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Regular
	Work rostered hours with the possibility of overtime.	Daily
	Work on-call after hours.	Daily
	Work in an open plan office with no assigned desk.	Occasional
	Work in buildings which may require the use of stairs or elevators.	Regular
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Daily
	Work in educational or community facilities.	Regular
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Daily
	Undertake training and professional development activities both internal and external to the organisation.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans and client records. Manage resources and budgets. Research and analyse information and data.	Daily
	Use technology including computers, photocopiers, telephones including mobiles, projectors, televisions, video conference facilities and electronic whiteboards.	Daily