

Title of Role:	Shift Senior Residential Units	Type of Appointment:	Ongoing
Business Unit:	Residential and Primary Health Services	Position Number:	TBC
Division:	Residential Services	Classification Level:	SCHCADS 5
Program Name:	Residential Withdrawal Units and Birribi Rehabilitation Unit	Award Type	SCHCADS/Nurses/Non-award

Organisational overview

Youth Support + Advocacy Service (YSAS) is one of Australia's largest and most comprehensive, youth-specific community service organisation that enables young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

YSAS is a Child Safe organisation. We actively promote the safety and wellbeing of young people and are committed to protecting young people from harm or abuse who come into contact with and/or access our service.

At YSAS we are committed to people of a diversity of backgrounds and identities being included, represented, and having the opportunity to participate equally in the life of our organisation and the communities in which we provide our services. We strive to create the conditions where people feel safe, enfranchised and valued. We value lived-experience wisdom, insight, and knowledge.

Position Purpose

The Shift Senior role is recognised as a leader within the team. The role forms part of the leadership group of the unit, and works as a delegate of the Unit Manager to model the core values of YSAS through effective leadership and management of the youth workers and support staff.

This role is responsible for ensuring the delivery of evidence based care that meets professional, organisational, legal and ethical standards in order to optimise outcomes for the young people. The role undertakes this by providing effective oversight of the daily operations of the unit, and uses their expertise to provide guidance, direction, supervision and supportive professional development. In conjunction with the Unit Manager, the shift senior will assist in timely client access and lead the delivery of services on site outside of Business Hours Monday to Friday.

The shift senior is responsible for fostering a positive team culture, a safe working environment and the effective utilisation of financial resources, whilst supporting the Unit Manager to drive change and implement continuous service improvements. This role will be required to work a 24 hour roster which includes day, afternoon, and night shifts.

Reporting relationship

This role reports to	Unit Manager
Direct reports	Unit Manager

Key working relationships / interactions

External	Within YSAS [beyond immediate team members]
Community staff and teams	Community staff and teams
Family members and other supports of YP	Residential staff at other YSAS units

Responsibilities

The key responsibilities you have been engaged to perform are below. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform.

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Leadership	• Mentor and provide leadership in managing the dynamics between the young people and employees, escalating where appropriate • Manage the roster for the shift, including ensuring adequate staffing on the unit when there are last minute shift cancellations. • Coordinate emergency responses where required (e.g. fire, critical incidents, deterioration of each young person's health). • Ensure completion of incident reports, where applicable. • Ensure that all shift tasks are completed. This includes ensuring that all employees have completed their assigned tasks and case notes. • Ensure compliance to relevant legislation and safe practices such as fire evacuation, OHS, Privacy, statutory requirements and organisational policies esp. the YSAS Medication Policy. • At completion of shift, ensure adequate handover of shift to the next Senior Residential Support Worker or other staff as relevant. • Provide operational supervision to casual staff and less experienced Residential Workers. • Provide supervision to students on placement, and support their learning outcomes. • Assist with the induction of new staff, including orienting them to the program and shift tasks. • Role model behaviours and expectations to less experienced staff and young people. • Provide practice supervision or mentoring to junior staff	• Positive feedback from young people and response to feedback trends • Response to staff survey results; • Suitable staff attracted and retained; • Junior staff receive appropriate supervision; • Junior staff have had a PDR, with appropriate development and training linked back through supervision; • On every occasion YSAS is represented ethically and professionally; • Accountability processes and measures are clear for all staff

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Service Delivery	- Assess referrals from a range of referring sources including statutory authorities when required. - Provide general case management or key worker role to allocated young people when required - Participate in pre-admission meetings with young people when required - Liaise and collaborate with the medical team regarding intake, allocations, follow up and admissions when required. - Conduct high quality assessments of young people, where appropriate. This includes comprehensive assessments on admission as well as successful application of withdrawal scales across a range of substances. - Develop and monitor care plans/ management plans/ individual treatment plans with young people. - Contribute to a safe friendly and innovative environment and work respectfully with young people, their families and colleagues. - Be responsible for the supervision, safety and accountability of young people while on duty. - Participate in referral meetings if required. - Coordinate planned exits of young people. - Lead discussions/decisions around unplanned exit of young people from the unit. - Organize, facilitate and participate in activity-based recreational and therapeutic programs with the YP. - Provide a broad range of high quality care and support interventions to young people with complex issues. - Assist young people with medication as directed by the medication policy. - The provision of primary health information to young people including relapse prevention and harm minimization strategies. - Leading the supervision of young people while on outings. - Organize, facilitate and participate in unit activities and ongoing care and maintenance of the physical residential environment in collaboration with less experienced staff and young people. - Support less experienced staff in developing their decision making in relation to the effective management of young people. - Willing to undertake a portfolio if necessary. - Follow reasonable direction from your manager.	- Clinical governance guidelines and processes for consultation will be clear and documented accordingly - Clinical escalation pathways will be clear and utilized appropriately - Monitoring and response to clinical incidents incorporating incident reporting processes
Networks and stakeholder engagement	- Ensure positive working relationships with young people and their families. - Lead and/or participate in team, staff and agency meetings and participate in intra-agency forums and committees as required or directed. - Liaise with external stakeholders within the community regarding referral of residents to appropriate community services.	- Collaborative partnerships with relevant stakeholders are developed. - Attendance at meetings in order to maintain positive relationships with key stakeholders.

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Continuous improvement, collaboration & teamwork	- Undertake improvements to deliver on YSAS's strategy, ensuring alignment of policies, practices and systems to the organisational strategy. - Actively contribute to continuous quality improvements in service delivery/business support in collaboration with others. - Undertake any other reasonable tasks as directed by the Manager - To actively take on managers feedback from time to time	- Regular review of work processes - Quality and strength of collaborative work across teams and functions - New processes and initiatives introduced
Compliance	- Ensure knowledge of all relevant YSAS policies, procedures, guidelines and work methods is actively implemented and maintained - Complete all mandatory and scheduled training as requested	- Work activities comply with relevant legislation, YSAS policies and operating quality standards - Mandated and scheduled training up to date
Workplace safety and wellbeing	- Take care of your own health, safety and wellbeing and that of any other person who may be affected by your actions or omissions in the workplace - Understand responsibilities and accountabilities of yourself and others in accordance with safety legislation and YSAS policies - Promote and maintain a safe wellbeing culture and working environment within your area	- Role model safe work practices at all times - Actively support and promote safety and wellbeing - Work methods modified as risks identified and incidents, accidents and hazards reported as soon as possible

Qualifications, Skills, and Experience

Qualifications, certifications, professional registration, licences required for role:

Essential:

- Qualification in relevant discipline: youth work, social work, AOD or other health/welfare related qualification

Desirable qualifications

- A current First Aid (Level 2) certificate

Knowledge and experience

Essential:

- Knowledge of adolescent development and the developmental impacts of substance use within a residential treatment setting.
- Proven leadership experience in residential or inpatient services or community services

Desirable:

- Ability to support and maintain budget management processes
- Ability to identify opportunities for process redesign and to support/ coach staff in the implementation of redesign projects and activities
- Experience in providing operational and practice supervision to staff

Qualifications, Skills, and Experience

Skills

- Well organised, and able to be flexible in managing competing priorities and deadlines.
- Excellent written and verbal communication skills, as well as highly developed interpersonal, coaching, and consultative skills.
- Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions.
- Good judgment, able to influence others and seen as a credible source of advice.
- Demonstrated leadership ability, with a clear understanding of the managerial responsibilities.
- Commitment to quality, best practice and environmental safety

Personal qualities and attributes

What our young people request from our workers

- Driven by a genuine passion to support young people and their families
- Empathetic, an active listener and non-judgmental
- Ability to build an authentic human connection with young people with a holistic, flexible, and adaptable approach
- Relatable and able to build trusting relationships.

Other attributes

- A team player, able to work in a collaborative way across the organisation and with external partners
- Analytical and organised
- Operates with tact, sensitivity and discretion
- Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation
- Commitment to YSAS' values with a working style that reflects these

Key Selection Criteria

1. Experience and demonstrated understanding of working with young people with problematic alcohol and drug issues in a residential setting and within the context of harm reduction.
2. Ability to practice a range of interventions appropriate to a drug and alcohol withdrawal and rehabilitation service.
3. Highly developed engagement and communication skills with young people from a range of backgrounds (including cultural awareness) and age groups.
4. Demonstrated ability to provide effective shift leadership to a multidisciplinary team, ensuring the delivery of high-quality service provision. This includes overseeing the day-to-day operations of a Residential Unit, including staff rostering, compliance with relevant legislative requirements, and adherence to organisational policies and procedures.
5. Experience in the development and maintenance of internal and external stakeholder relationships.
6. Developed report writing skills and data management and analysis.

Employment at YSAS

Applicants must undergo rigorous screening and recruitment processes.

Prior to commencement of employment with YSAS, candidates must provide assurance and evidence of:

- Working with Children's Check (WWCC)
- Satisfactory Nationally Coordinated Criminal History Check (NCCHC)
- Any required professional registrations (e.g. AHPRA, CPA, AHRI)
- Victoria driver's licence
- Certified copies of all relevant qualifications.

Employment at YSAS

All YSAS employees are required to work in accordance with including but not limited to:

- Occupational Health and Safety Act 2004 (Victoria)
- Equal Employment Opportunities (including prevention of bullying, discrimination, harassment and intimidation)
- Fair Work Act (2009)
- Relevant Awards, Enterprise Agreement
- Employee duty to maintain privacy and confidentiality
- YSAS Values, Code of Conduct and other YSAS policies/ procedures which may be amended from time to time
- Child Safety commitments and regulatory obligations.

Other:

- Some out of hours work may be required
- Role may be required to work at various / different YSAS sites based on YSAS operational requirements.

Incumbent Statement

I accept this Position Description (PD) and understand that the PD is subject to review and may change in accordance with YSAS' operational, service and client requirements. Changes to the PD will be consistent with the purpose for which the position was established.

Acknowledged by
occupant

/ /

(Print name) (Signature) (Date)

Acknowledged by line
manager

/ /

(Print name) (Signature & title) (Date)

Job and Person Specification Approval

...../...../..... DELEGATE (Executive)