

	Position Title: Senior Residential Care Worker	Team: Residential Care Services	  
	Band: A	Salary: Stream 1, Level 3 (SRW3)	Date: October 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. Therapeutic Residential Care is intensive and time-limited care for a child or young person in statutory care that responds to the complex impacts of abuse, neglect and separation from family. This is achieved through the creation of positive, safe, healing relationships and experiences informed by a sound understanding of trauma, damaged attachment and development needs. The Senior Residential Care worker is required to participate in the day to day active supervision of children and young people living within the house. The Senior Residential Care worker will assist the House Supervisor in managing the house and its operations in line with compliance requirements and Berry Street procedures. This also includes overseeing all administrative requirements in addition to household duties and providing support, guidance and supervision to staff. The Senior Residential Care worker will be expected to undertake the duties of the House Supervisor in their absence.
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 wisely. Working Together: to collaborate with our clients, each other and our colleagues to share knowledge, ideas, resources and skills. Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everthing we do we seek to protect children.	The primary objectives of the Senior Residential Care worker are to: - To ensure an environment that provides a sense of safety, structure, acceptance, wellbeing and security at all times for children and young people and for staff. - To provide supervision, support, coaching and mentoring to a team of Residential Care workers that ensures quality outcomes for the children and young people in care. - To take responsibility for the day-to-day operation of a House in the absence of the House Supervisor and in accordance with Berry Street Values, Policies, Guidelines and Practice Standards and Practice Manuals/directions. - To ensure that the young people's rights and interests are protected at all times and supporting them to maintain important links with their family of origin, friendship networks and the local community.
	REPORTING RELATIONSHIPS
	This role is based at a home in the Southeast region on Boon WurrungCountry, however will work in other homes in the Southeast Region based on the program's requirements. This role reports to the House Supervisor who will provide supervision and review.

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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 staff performance. • An understanding, capacity, duty and commitment to providing children and young people with a stable care environment. • The capacity to promote and protect a child's safety from harmful situations and the ability to provide the necessary care to ensure the child's wellbeing and development are met (e.g. recognition of when medical, educational or other resourcing support is required). • Demonstrates an understanding of the importance of cultural identity and religious affiliation for children and respects and cultivates these affiliations in a sensitive and appropriate way. • The capacity to develop positive relationships with children, their family where appropriate and their networks to achieve outcomes in the best interest of the child. • Demonstrates qualities of empathy, open mindedness, trustworthiness and reliability when engaged with young people and work colleagues. • Good financial and administration management required to manage unit budgets, provide reports when required and provide input on client plans/files. • 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. • Highly developed capacity for emotional self-regulation including the capacity to set and maintain consistent boundaries.	

QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
- A recognised and relevant qualification in residential care (Certificate IV in Child, Youth and Family Intervention), Social Work, Youth Work, Alcohol/Other Drugs (or other relevant qualification) and substantial experience in working with children and young people. All new residential care staff are required to complete a Top Up Skills accredited course within 6 months of their engagement in order to continue employment. - Substantial experience in working with children and young people. - Staff must hold a valid WWCC, current drivers licence at all times (minimum green P's) and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. - 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.	- The foundational and TRC specific stages of the mandatory staff training in trauma-informed care (With Care Training). - Demonstrated experience in the provision of care and support to young people in "out of home care". - Previous experience working in leadership roles is advantageous.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	- Create 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 - To coordinate and participate in the day to day operation of the house including performing household duties (cleaning, cooking, and involve the young people in household activities as appropriate). - Facilitate the young person's engagement in extra-curricular activities such as recreational and sporting environments. - Facilitate the young person's engagement and involvement of family, friends, peers and community members. - Actively support culturally sensitive planning for Aboriginal and Torres Strait Islander children and young people. - Establish and develop relationships with other agencies and professional staff as appropriate such as DFFHS workers Police, Education Providers, Counsellors, Health workers, Drug and Alcohol agencies and other professionals involved in the children and young people's lives as required. - Work collaboratively in care teams and other professional meetings to strengthen communication and information sharing. - To actively support the children and young people's integration into schools, employment or appropriate day programs or therapeutic programs that will meet their individual needs. - To follow and ensure all staff are following plans that have been developed for the house and young people. - To accept delegated responsibility for a particular function in support of the House Supervisor when managing operations of the unit

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 record accurately and appropriately all information and activities regarding the young people in their files and ensure client record systems are kept up to date. • Have input to the implementation of the individual management plan, crisis management plans and case plans • Ensure that the Looking after Children Framework (LAC) and procedures are implemented in relation to the care of residents. • Ensure close monitoring, regular review and documentation of a young person's track progress against goals. • Take a lead role in maintaining accurate records such as communication book, diary, handover sheets, daily updates, etc. and ensuring all relevant information is recorded. • To report incidents via ERIN without delay and notify the appropriate personnel (supervisor, manager, on call staff member, case worker) of incidents as they occur. • To ensure that a complete and signed handover is given to the incoming worker(s).
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. • 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