BERRY STREET Believing In Children, Young People, Families & Their Future.	**Position Title:** Residential Care Worker	**Team:** Residential Care Services	
	Band: A	**Salary:** Stream 1, Level 2-3 Dependent on Qualifications	**Date:** October 2026

OUR VISION AND PURPOSE

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.

OUR VALUES

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.

Berry Street is committed to being a child safe, child friendly and child empowering organisation. **In everything we do we seek to protect children.**

ROLE CONTEXT

Berry Street's Residential Services offers accommodation and support to children and young people who are referred through the Child Protection system.

Residential Care & Therapeutic Residential Care (TRC) 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 Residential Care Worker (or where required the Therapeutic Residential Care Worker) is required to participate in the day to day operation of the house which includes responding to the young person's emotional and functional needs, the development of their personal skills, all administrative requirements and household duties.

PRIMARY OBJECTIVES OF THE ROLE

The primary objectives of the Residential Care Worker are to:

- Ensure an environment that provides a sense of safety, structure, acceptance and security at all times for children and young people, and for staff.
- Through goal directed, planned and integrated therapeutic interventions use all interactions as opportunities for therapeutic gain and positive engagement.
- Address the therapeutic needs of each child or young person with the TRC team.
- Ensuring that the young people's rights and interests are protected at all times and act as an effective role model.
- Supporting the young people to maintain important links with their family of origin, friendship networks and the local community.
- Ensuring upkeep of household duties, ensuring a clean and pleasant environment is maintained and that delicious and nutritious meals/food is readily available and follow all plans and program guidelines diligently to ensure compliance with child safety standards and practice.

REPORTING RELATIONSHIPS

This role is based in Berry Street's South Eastern Region, with homes on Boon Wurrung Country. However you may be required to work across different homes in the South Eastern Region depending on the program's needs.

This role reports to the Team Leader of 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 LGBTIQA+.

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 practicing and promoting self-care strategies.
- The ability to work collaboratively and effectively in a team to accomplish program goals.
- Demonstrated capacity engaging children and young people and the ability to not only work with displays of emotional and behavioural dysregulation but to be able to understand the underlying causes behind this for example Trauma and Attachment effecting child development.
- Ability to exhibit empathy for the young people in our care in an open minded and non-judgemental manner.
- The capacity to advocate, engage and negotiate with relevant stakeholders including family and school/educational networks where appropriate.
- Demonstrated understanding or willingness to learn appropriate 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 to provide safety, stability and consistency.

QUALIFICATIONS AND OTHER REQUIREMENTS

- This position is subject to the Residential Care Minimum Qualification Strategy. All residential care workers must hold, or be working towards, a recognised and relevant qualification (Cert IV or above) in Child Youth & Family Intervention, Social Work, Youth Work or similar. 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.
- 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.

DESIRABLE

- 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”.
- Substantial experience in working with children and young people.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	• Ensure that the young people are provided with a nutritionally balanced diet. • Provide and participate in appropriate recreational activities for and with the young people. • Participate in daily household duties, ensuring a clean and pleasant home environment is maintained including cooking healthy meals. • Support the young people to maintain important links with their family of origin, friendship networks and the local community. • To provide a high standard of emotional and physical care to the young people living in the house, ensuring their safety and wellbeing. • To be responsible for the communication of all relevant information about the children/young people in the house to the appropriate people (other residential workers, case manager, department, support services etc.). • Have input to the implementation of the individual therapeutic treatment plans, LAC, crisis management plans and case plans. • 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 provide the children and young people with access to regular recreational and leisure activities. • To liaise with counsellors, health workers, drug and alcohol agencies and other professionals involved in the children and young people's lives, as required. • To follow all plans that has been developed for the house and young people and accept delegated responsibility for a particular function.
Administration	• To record accurately and appropriately all information and activities regarding the young people in their files. • Maintain accurate records such as communication book, diary, handover sheets, daily updates, etc, ensuring all relevant information is recorded. • To record all financial information accurately and maintain receipts. • To report via ERIN incidents without delay. • To 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	• Conduct oneself in accordance with Berry Street Covid Safe directions. • 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.

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
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach, working from home).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
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
	Represent, advocate and cooperate with legal processes which may include attendance to court.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily

	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional