

## Position Description

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| <b>Position Title:</b>                   | House Worker, Residential/Out of Home Care                                      |
| <b>Program/Section and/or Portfolio:</b> | Community Care, Client Services   |
| <b>Location:</b>                         | Wimmera Care Homes. Travel to other locations will be required.                 |
| <b>Reports To:</b>                       | Team Leader Residential Care (Wimmera or Central Highlands)                     |
| <b>Award and Classification:</b>         | <i>Social, Community, Home Care and Disability Services Award 2010, Level 3</i> |

*This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.*

*This Position Description may be altered in accordance with the changing requirements of the position.*

## About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable, marginalized and/or at risk.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity, and embrace diversity in an inclusive work environment.

## About the Program/Section

CatholicCare Victoria's Therapeutic Residential Care programs offer accommodation and support to young people aged 12 to 18 years, who are referred through the Child Protection system.

CatholicCare Victoria operates one Therapeutic Residential Care 2-bed care home in the Central Highlands region in Ballarat; and two Therapeutic Residential Care 2-bed care homes in the Wimmera region, located in the Horsham area.

CatholicCare Victoria also operate a four-bed RP3 Complex Residential care home (based on a therapeutic model) in Central Highlands.

The Therapeutic Residential Care program provides a trauma informed and healing care environment for two young people (per Care home), who are subject to a statutory order or a Voluntary Child Care Arrangement.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

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Young people residing in the Therapeutic Residential Care home have experienced complex trauma including abuse, neglect, attachment disruptions, developmental trauma and separation from family, and may use pain-based behaviors that result in risk taking and challenging behaviors and dysregulation. CatholicCare Victoria's Behaviour Response and Therapeutic Support Framework supports healing from complex trauma through the creation of positive, safe, therapeutic relationships and reparative experiences with House Workers, informed by a demonstrated understanding of complex trauma, attachment disruption and development needs. Priority is placed on therapeutic and healing support and intervention, building and achieving education and vocational links and outcomes, and comprehensive and holistic transition planning in collaboration with young people, to transition to permanent living arrangements, including reunification with family and independent living.

The primary objective of CatholicCare Victoria's Therapeutic Residential Care program model is to:

- Provide safety and the highest quality therapeutic care to the child and young person.
- Achieve a child or young person's permanency objective (reunification, placed in a kinship or kith arrangement, supported to planned independence).
- Strengthen cultural identity and connection for all Aboriginal young people.

The model aims to support young people to stabilise their behaviour and build their future through a focus across the following five domains:

- Safety
- Managing Emotions
- Life Skills
- Education and Employment
- Identity and Connections

## Position Summary

House Workers work as part of a core care team providing full-time quality care for the young people, using trauma informed, child centred, family focused therapeutic interventions. In collaboration with the Senior House Workers; Team Leader, Residential Care; Therapeutic Practitioner and Education/Vocation Specialist, House Workers establish a homelike, therapeutic, caring and nurturing environment to assist young people to develop a sense of safety, stability, security and trust.

House Workers work closely with the Senior House Worker and Therapeutic Practitioner to develop respectful and responsive levels of communication with other House Workers and professionals in a Care Team approach, and participate in relevant case conferencing as indicated to assess and develop goals in the young person's best interests.

The primary objectives of House Worker role are:

- Work collaboratively with the Care Team to facilitate and strengthen the young person's sense of identity and contribute to enhancing family relationships and/or reunification and facilitate the young person's access with natural and extended family members.
- Through goal directed, planned and integrated therapeutic interventions use all interactions as opportunities for therapeutic gain and positive engagement.
- Under the guidance of the Senior House Worker and Therapeutic Practitioner, address the therapeutic care needs of each young person within the Therapeutic Residential Care home.
- Ensuring that the young people's rights and interests are protected at all times and act as an effective role models.

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- Support the young people to maintain important links with their family of origin, friendship networks and the local community.
- Participate in rosters that will provide 24-hour cover, 7 days per week, including weekend and sleep over shifts, plus overnight on-call and call-out support.

## Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

| Key Result Area                | Key Responsibilities  |
|--------------------------------|---|
| <b>Client Service delivery</b> | <ul style="list-style-type: none"> <li>• Actively engage with CatholicCare Victoria’s Therapeutic Residential Care Program model, policies and procedure; including the use of Sanctuary Model ‘Tools’, PACE Framework and CatholicCare Victoria’s CatholicCare Victoria’s Behaviour Response and Therapeutic Support framework</li> <li>• Discover and use unique information about each young person to develop and maintain a home-like environment that is safe and centred on their needs.</li> <li>• Participate in the development, review and implementation of individualized therapeutic relationship with each young person.</li> <li>• Learn and develop new therapeutic support skills to assist young people with their individual support plans.</li> <li>• Work with the team to test and refine the interventions that work best for the individual young person.</li> <li>• Be a pivotal point of communication between the young person and the therapeutic team.</li> <li>• Under the guidance of the Therapeutic Practitioner take specific accountability for the deliverable elements of the Best Interest Case Practice Model, Looking After Children Framework and Outcomes Star (and other tools) to develop, review and record assessments and action plans.</li> <li>• Participate with the young person and the team to define and reflect on outcome articulation and assessment.</li> <li>• Supporting young people residing in the Residential Care home with major behaviors of concern within a positive and therapeutic framework utilising each young person’s Behaviour Response and Therapeutic Support planning.</li> <li>• Be responsible for the understanding and working with the young person to record and measure baseline measures of safety.</li> <li>• Engage with all members of the young person’s family, including parents, siblings and members of the young person’s wider kinship system as required where this is approved and in the child or young person’s best interest.</li> <li>• Contribute to the team goal of finding kin and family contacts, assessing and developing plans for the supported and safe relationships.</li> <li>• Contribute to the ongoing assessment of the work and support required for the young person to transition home or to kinship if relevant.</li> <li>• Participate in activities to understand and reflect on your own value system, how this is tested in this role and develop a strong capacity for acting in the best interests of young people.</li> </ul> |

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|                                      | <ul style="list-style-type: none"> <li>• Demonstrate a high level of personal communication and conflict resolution skills with the flexibility to respond to challenges and innovate respectfully as appropriate and within established guidelines, policies and procedures.</li> <li>• Assist young people in the Residential Care home with activities of daily living, including spending quality time in the home, cooking meals, undertaking household duties and participating in the young people’s daily activities as required – document these activities and provide reflection and analysis that is in line with the young person’s planning.</li> <li>• Attend and actively participate in Care Team meetings as requested, participate in the documented preparation for the meeting and be a strong advocate for the voice of the young person at the meeting.</li> <li>• Participate in the immediate implementation of goals and activities that are amended in the meeting.</li> <li>• Develop, facilitate and proactively participate in appropriate recreational activities for and with the children/young people</li> <li>• Actively support the children/young person’s integration into schools, employment or appropriate day programs or therapeutic programs that will meet their individual needs.</li> <li>• Provide active supervision and engagement with young people overnight that is consistent with care and placement planning.</li> <li>• Participate in rosters that will provide 24-hour cover, 7 days per week, including weekend and sleep over shifts, plus overnight on-call and call-out support.</li> </ul> |
| <b>Our Team</b>                      | <ul style="list-style-type: none"> <li>• Participate as a member of the CatholicCare Victoria Residential Care and wider Youth Services team, and engender respectful team member relationships.</li> <li>• Participate in formal monthly line management supervision with the Senior House Worker.</li> <li>• Participate, on the alternative fortnight, in individual reflective practice sessions with the Therapeutic Practitioner.</li> <li>• Participate as required in Team meetings and group reflective practice meetings.</li> <li>• Access professional development opportunities and community forums as indicated.</li> <li>• Raise issues impacting upon service delivery with the Senior House Worker or Team Leader Residential Care, with some thought put into areas for improvement or change.</li> </ul>   |
| <b>Operations and Administration</b> | <ul style="list-style-type: none"> <li>• Adhere to all operation and administrative procedures including use of diary/communications book, medication charts and other relevant templates and recording charts.</li> <li>• Ensure all procedures and practice direction are followed in relation to identifying, reporting and recording of critical incidents as per Carer Manual.</li> <li>• Ensure all financial, administrative and accounting procedures are followed in line with practice direction.</li> <li>• Ensure the accurate and timely keeping of client files.</li> <li>• Perform and record regular safety checks to ensure the safety of the young people in the home and other reporting/audit functions as required.</li> <li>• Actively participate in organisational meetings and activities as required.</li> <li>• Actively support the effective operation of the Program.</li> <li>• Participate in professional development programs that assist the organisation to achieve its goals.</li> </ul>  |

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The position is also required to perform other duties as lawfully and reasonably directed.

## Reporting and/or Supervision Relationships and Authority

### Reporting Relationship:

The position reports to and works under the general direction of the Team Leader Residential Care and Senior House Workers, and under the guidance of the Therapeutic Practitioner, in the application of established procedures, methods and guidelines.

### Position/s Reporting to House Worker:

Not applicable.

### Authority:

The position is required to responsible for managing and planning their work, including establishing goals and outcomes. The position is required to exercise initiative in the application of established standards and procedures of the Therapeutic Residential Care program.

The position is required to work within the relevant delegation's policy, procedure and guidelines of CatholicCare Victoria.

## Stakeholder Relationships

### Internal Relationships:

- operates as a member of a team
- collaborates with other corporate support areas within CatholicCare Victoria
- works cooperatively with all employees of the Care Services and Youth Services team
- develops a working relationship with all components of CatholicCare Victoria's management and staffing structure within Care Services

### External Relationships:

- Networks with a range of business contacts of the Youth Services Team including: DFFH Child Protection, and other collaborating services, organisations and stakeholders.

## Organisational Responsibilities of the Position

### Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and

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- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

### **Cultural Safety and Respect**

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

### **Safety of Children, Young People and Vulnerable Adults**

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

### **Risk Management, Accreditation and Quality Improvement**

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

### **Policies, Procedures and Legislative Requirements**

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Code of Ethics and Conduct for CatholicCare Victoria*;
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

## **Key Requirements**

### **Qualifications and/or Training**

1. Degree; Associate Diploma with relevant experience; or relevant certificate with relevant experience in Community Services or related discipline including welfare, counselling, youth work, alcohol/other drugs or social work.
2. Have, or willing to work toward, the mandatory modules of the Certificate IV in Child, Youth and Family Intervention (Residential and Out of Home Care).

### **Experience**

3. Substantial experience in engaging and working therapeutically with young people to achieve their goals.

### **Knowledge, Skills and Attributes**

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1. Demonstrated working knowledge of child/adolescent development and the impact of trauma together with a demonstrated capacity to implement and reflect upon therapeutic caring approaches.
2. Proven skills in engaging with young people's families to achieve young people's goals.
3. Demonstrated interpersonal and influencing skills, including the demonstrated ability to establish and maintain positive, effective working relationships with DFFH and other relevant agencies and supports to ensure young people's goals are achieved.
4. Demonstrated capacity to work in a Care Team environment and flexibly respond to changing program needs and requirements.
5. Proven ability to work effectively as a member of a diverse team whilst aligning to and working towards the values and goals of the program and organisation.
6. Demonstrated knowledge, understanding and respect of Aboriginal culture and awareness of current issues impacting Aboriginal children/young people and their families.
7. Demonstrated knowledge, understanding and respect for Culturally and Linguistically Diverse communities including the ability to ensure a culturally safe environment of all children and young people in our care.
8. Proven capacity to ensure program and service standards are met at all times, and demonstrated commitment to continuous quality improvement in therapeutic care.
9. Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies and the establishment and maintaining of appropriate professional boundaries.
10. Highly-developed capacity for emotional self-regulation, including the capacity to set and maintain consistent boundaries to provide safety, stability and consistency

### Child Safety

11. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards*, *National Principles for Child Safe Organisations*, *Child Safe Standards* and any other relevant legislation.
12. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.
13. Demonstrated understanding of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

### Other Requirements

- Current driver's licence.
- Current Working with Children Check.
- Current Australia-wide Police Check (and international where required).
- NDIS Screening (where applicable).
- Disqualified Carer's Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

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## Signatures

This section is to be signed upon appointment:

|                   |  |
|-------------------|--|
| <b>Name:</b>      |  |
| <b>Signature:</b> |  |
| <b>Date:</b>      |  |

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