

Position Description

Position Title:	Residential Carer
Program/Section and/or Portfolio:	Community Care
Location:	Ballarat. Travel to other locations will be required.
Reports To:	Team Leader, Residential Care Services
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 2</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 and/or marginalised.

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.

CatholicCare Victoria Values

Values	Behaviours
Respectfulness	We value people for who they are and recognize what they are doing. We interact with others honestly and in a positive, considerate, and caring matter.
Integrity	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promise.
Inclusivity	We welcome everybody, working to enable everyone to feel like they belong and have a place – from a face to be seen and a voice to be heard.
Collaboration	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.

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Compassion	We connect with each other’s stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.
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About the Program/Section

CatholicCare Victoria’s Community Care provide comprehensive, client focused services for individuals, couples, families, youth and children. Our services are informed by an approach that values human dignity and the belief that positive relationships lead to positive lives and wellbeing. The service design aims to ensure that our programs are inclusive, responsive to the needs of clients and operate at the highest levels of quality and professionalism. The services are integrated, strengths-based and provided by staff that are trained and qualified.

CatholicCare Victoria’s Youth Services comprises the Youth Justice Community Support Service, the Youth Justice Group Conferencing program (DJCS), the Empower Youth Program (DPC), and the Residential Care program for young people aged between 12 to 18 years, with Department of Families, Fairness and Housing (DFFH) and Intensive Case Management Service and Adolescent Support Program (DFFH).

The Residential Care program offers accommodation and support to young people who are referred through the Child Protection system.

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Position Summary

Residential carers work as part of a core care team providing full-time quality care for the young people using child centred, family focussed interventions. The residential carers establish a homelike, caring and nurturing environment to assist young people to develop a sense of security and trust.

The residential carers assist 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.

Residential carers work closely with the Therapeutic Practitioner to develop respectful and responsive levels of communication with other carers 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 the role are to:

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- Contribute to an environment that provides a sense of safety, structure, acceptance and security at all times for the young people and for Carers.
- Through goal directed, planned and integrated therapeutic interventions use for all interactions as opportunities for therapeutic gain and positive engagement.
- Under the guidance of the Therapeutic Practitioner address the therapeutic care needs of each young person within the Residential Care home.
- Ensuring that the young people’s rights and interests are protected at all times and act as effective role models.
- Support the young people to maintain important links with their family of origin, friendship networks and the local community.

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
Client Service Delivery	<ul style="list-style-type: none"> • Provide a homelike caring and nurturing environment to assist young people develop a sense of security and trust. • Understand and establish enduring therapeutic care relationships. • Work closely with young people who may display complex issues, possible trauma affectation and disabilities and use a range of trauma-informed therapeutic interventions under the guidance of the Therapeutic Practitioner. • Under the guidance of the Therapeutic Practitioner utilise the Best Interest Case Practice Model, Looking After Children Framework and Outcomes Star (and other tools) to develop and record assessments and action plans. • Take an outcomes oriented approach to the work. • Supporting young people residing in the Residential Care home with major behaviours of concern within a positive and therapeutic framework utilising each young person’s Behaviour Response and Therapeutic Support planning. • 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 interests. • Work for the best interests of the young person even when this is counter intuitive. • Assist in the development and maintenance of a trauma-informed therapeutic care environment which supports the identified needs of each individual young person and ability to play a key role as a member of the young person’s Care Team. • 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. • 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. • Attend and actively participate in Care Team meetings as requested. • Attend and actively participate in House meetings with the young people. • Capacity to advocate, engage and negotiate with a young person’s school/educational network and other key stakeholders.

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	<ul style="list-style-type: none"> • Work in a culturally sensitive, responsive and respectful way with all young people and their families engaged with the service. • 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
Our Team	<ul style="list-style-type: none"> • Participate as a member of the CatholicCare Victoria Residential Care and wider Youth Services team, and engender respectful team member relationships. • Participate in supervision, reflective practice and other team and House meetings with the Coordinator Youth Services (Residential Care) and/or Therapeutic Practitioner on a regular basis. • Participate in peer supervision and support meetings. • Access professional development, reflective practice and community forums. • Raise issues impacting upon service delivery with the Coordinator, Youth Services (Residential Care) and Manager / Assistant Manager, Victims Assistance Program and Youth Services, with some thought put into areas for improvement or change.
Operations and Administration	<ul style="list-style-type: none"> • Ensure the accurate and timely entry of data/case notes as required. • Ensure the accurate and timely keeping of client files. • Actively participate in organisational meetings and activities as required. • Actively support the effective operation of the Program. • Participate in professional development programs that assist the organisation to achieve its goals.

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 guidance of the Team Leader, Residential Care Services.

Position/s Reporting to Residential Carer:

Not applicable.

Authority:

The position works within established guidelines of the Therapeutic Practitioner.

The position exercises a degree of autonomy. Significant decisions require the approval of the Manager, Care Services

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

Stakeholder Relationships

Internal Relationships:

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

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External Relationships:

- represents CatholicCare Victoria in external forums
- 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
- 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:

- *Employee code of conduct*;
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and

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- inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Have a Certificate IV in Child, Youth and Family Intervention (Residential and Out of Home Care) or a recognised relevant qualification including social work, counselling, welfare, youth work, alcohol/other drugs (or relevant qualification) and/or substantial experience in working therapeutically with young people.

Experience

2. An ability to engage and work with families where young people are at risk, including a demonstrated ability to relate to families with warmth and respect.
3. Demonstrated understanding of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

Knowledge, Skills and Attributes

4. Demonstrated knowledge and understanding of child/adolescent development and the impact of trauma and demonstrated knowledge, or the capacity to work towards, therapeutic caring approaches.
5. Demonstrated high level personal communication and conflict resolution skills to flexibly adapt self-regulation in order to create and maintain consistent boundaries to provide safety, stability and consistency.
6. Demonstrated skills in engaging young people who have experienced significant trauma, and emotional and behavioural dysregulation and capacity to respond sensitively to young people's needs.
7. Demonstrated interpersonal communication and networking skills to promote effective working relationships with DFFH and other relevant agencies.
8. Demonstrated capacity to work in a Care Team environment and flexibly respond to changing program requirements.
9. A commitment to support program/service standards, a therapeutic care model and program expectations in promoting stability and quality of care for clients.
10. 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 the Child Safe Standards and any other relevant legislation.
11. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.

Child Safety

12. 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.
13. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.
14. 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 valid driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.

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- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- 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 valid Driver's Licence, Victorian 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).

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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