

## Position Description

<b>Position Title:</b>	Senior House Worker, Residential Care
<b>Program/Section and/or Portfolio:</b>	Community Care, Client Services
<b>Location:</b>	107 Firebrace Street, Horsham
<b>Reports To:</b>	Team Leader, Residential Care (Central Highlands or Wimmera)
<b>Award and Classification:</b>	<i>Social, Community, Home Care and Disability Services Industry Award 2010</i> , Level 5

*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 program offers accommodation and support to young people aged 12 to 18 years, who are referred through the Child Protection system.

CatholicCare Victoria operate one Therapeutic Residential Care two bed care home in the Central Highlands region in Ballarat, and two Therapeutic Residential Care two bed care homes in the Wimmera region, located in the Horsham area. Senior House Workers will be recruited to work in either the Central Highlands or Wimmera program.

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

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The Therapeutic Residential Care program provides a trauma informed and healing care environment for up to two young people subject to a statutory order or a Voluntary Child Care Arrangement. 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.
- To achieve a child or young person's permanency objective (reunification, placed in a kinship or kith arrangement, supported to planned independence).
- To 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

The Senior House Worker works as part of a core care team including the Therapeutic Practitioner, Education and Vocation Specialist, Team Leader and House Workers, to provide full-time quality care for two young people in each care home. The staffing model requires House Workers rostered on at all times, providing care and support to two young people; using trauma informed, child centred, family focused therapeutic interventions.

In collaboration with the Team Leader Residential Care, Therapeutic Practitioner and Education and Vocation Specialist, the Senior House Worker will play a pivotal role in leading House Workers to ensure the therapeutic environment in the care home provides a sense of safety, structure, acceptance and security at all times for the young people and for House Workers.

The primary objectives of the role of Senior House Worker are:

- Responsibility for individual casework tasks related to each young person in the care home.
- Responsibility for the development, maintenance and timely delivery of the Looking After Children care planning and documentation.

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- Participation in rostered shifts, partnering with House Workers and taking the lead role on shift in support of House Workers to promote and provide homelike caring, a nurturing environment, and trauma informed therapeutic support, to assist young people develop a sense of security stability and trust.
- Primary responsibility for coordinating the daily operations of the care home, establishing and maintaining household routine, weekly planning and liaising with the Team Leader in relation to day to day operational requirements of the care home (rostering is the responsibility of the Team Leader).
- Ensuring that the young people’s rights and interests are protected at all times and act as an effective role model.
- Collaborate with the Therapeutic Practitioner in facilitating weekly House Meetings with the young people.
- Provide leadership and line management supervision to House Workers.
- Work with the team leader to ensure compliance activities that ensure the safety of young people and staff are completed.
- Participate in incident reporting and management.
- Participate in rosters that will provide 24-hour cover, 7 days per week, including weekend and sleep over shifts, plus overnight on-call and rostered call-out support.

In addition, the Senior House Worker will hold responsibility for either the Education and Vocation portfolio, or the Health portfolio.

## 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 Behaviour Response and Therapeutic Support framework.</li> <li>• Lead a homelike environment where the culture is focused on the safety, comfort and unique care planning for each young person.</li> <li>• Work with the Team Leader to ensure the safety and development of staff.</li> <li>• Lead and model a compassionate, professional and therapeutic process with young people.</li> <li>• Lead with an understanding and empathy in working with the complex issues, possible trauma affectation, behaviours and disabilities our young people will face.</li> <li>• Confidently implement with the House Workers a range of trauma-informed interventions, under the guidance of the Therapeutic Practitioner. Work with the Practitioner to design, implement, plan and reflect on interventions and strengthen therapeutic relationships.</li> <li>• Work with the Practitioner to ensure staff are trained and supported in the specific skills required for individualised care.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Support the House Workers in providing reflection on day to day activity and intervention and in their capacity to communicate the needs, wishes and concerns of the young people.</li> <li>• Support the therapeutic care needs of each young person with behaviours of concern within a positive and therapeutic framework, utilising each young person's Behaviour Response and Therapeutic Support planning.</li> <li>• In collaboration with the Therapeutic Practitioner, lead the maintenance of a trauma-informed therapeutic care environment which supports the identified needs of each individual young person and role model a therapeutic care environment that prioritises safety, structure, acceptance, security and trust at all times for the young people and staff.</li> <li>• Participate in rostered shifts, partnering with House Workers and take the lead role in supervising, debriefing and supporting House Workers in the day to day operations of the care home.</li> <li>• Have primary responsibility for the out of home care casework role (including assessment and planning) with a young person and ensuring all Looking After Children documentation is updated and completed within the prescribed time frames and is reflective of the young person's view and circumstance.</li> <li>• Utilising the Best Interest Case Practice Model and Looking After Children Framework, develop and record assessments, planning and documentation (as per portfolio responsibility) with information and reflection from the care team and the contribution of the Young Person.</li> <li>• Lead the development, implementation and review of each child/young person's Looking After Children documents, Care Plans and Safety Plans in a timely and efficient manner engaging the Young Person and their family, Case Management and Child Protection and other members of the care team.</li> <li>• Each House Worker will hold the portfolio responsibility for either Education and Vocation (under the guidance of the Education/Vocational Specialist) or Health, for each young person along with the related casework tasks for each of the portfolios.</li> <li>• The Senior House Worker responsible for Education and Vocational portfolio will be responsible for supporting the Education and Vocation Specialist in the assessing the individual educational and vocational needs of each young person and the development and implementation of each person's Individual Learning Plan.</li> <li>• The Senior House Worker responsible for the Health portfolio will be primarily responsible for casework tasks related to Health including a thorough understanding of the child/young person's health needs/supports and medication. The Health portfolio holder is also responsible for ensuring all staff are briefed on health needs and requirements of each child/young person in care.</li> <li>• Ensure timely and accurate documentation of day notes, progress note keeping and administrative tasks are completed using required templates, technology and databases.</li> <li>• Ensure all operation, compliance and administrative procedures are adhered to including use of diary and communications book, medication charts and other</li> </ul>
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	<p>relevant templates and recording charts are completed in accordance with programmatic requirements.</p> <ul style="list-style-type: none"> <li>• Ensure all procedures and practice direction are followed in relation to identifying, reporting and recording of critical incidents as per programmatic requirements and Carer Manual.</li> <li>• Ensure all financial, administrative and accounting procedures are followed in line with practice direction.</li> <li>• Support the Therapeutic Practitioner in the development and implementation of each young person’s Safety Planning and Behaviour Response and Therapeutic Support Planning.</li> <li>• Through goal directed, planned and integrated therapeutic interventions use all interactions as opportunities for therapeutic gain and positive engagement to address the therapeutic care needs of each young person.</li> <li>• Ensure that the young people’s rights and interests are protected at all times and act as an effective role model; working for the best interests of the young person.</li> <li>• Provide co-regulation to young people as required and model this to House Workers.</li> <li>• Engage in a planned and supportive manner 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 by Child Protection and in the young person’s best interests.</li> <li>• Contribute to mapping the constellation of kin and family contacts, assessing and developing plans for supported and safe relationships, to enable the young person to maintain identity.</li> <li>• Use positive information gained from family and other kin relationships to shape the nature of the home environment for the young person and influence care and safety planning.</li> <li>• Contribute to and collate the ongoing assessment of the work and support required for the young person to transition home or to kinship if relevant.</li> <li>• Demonstrate and model 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>• In collaboration with the Therapeutic Practitioner, lead and guide carer staff in establishing the expected standards of behaviour for children/young people within the care home.</li> <li>• Ensure young people in the care home are engaged 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, including; house activities, menu planning, budgeting, House Meetings, educational and vocational activities to enhance the independent living skills of each child/young person in care.</li> <li>• Along with Education and Vocational Specialists and House Workers, advocate, engage and negotiate with a young person’s school/educational network and other key stakeholders and actively support the children/young person’s</li> </ul>
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	<p>integration into schools, employment and other vocational programs that will meet their individual needs.</p> <ul style="list-style-type: none"> <li>• Provide culturally sensitive practices that meet the needs of children and young people from Aboriginal and Torres Strait Islander and culturally and linguistically Diverse backgrounds and ensure proactive engagement opportunities to maintain connections to community and culture.</li> <li>• Ensure all staff work in a culturally sensitive, responsive and respectful way with all young people and their families engaged with the service.</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 rostered call-out support.</li> </ul>
<b>Senior House worker lead role</b>	<ul style="list-style-type: none"> <li>• Role model and lead a high performing team fostering co-operation, collaboration and professionalism.</li> <li>• Provide regular formal line management supervision and support to House Workers.</li> <li>• Ensure the physical environment in the care home remains of a high standard that promotes a welcoming and safe environment that creates a sense of pride; including the reporting of regular property and safety checks.</li> <li>• In partnership with Team Leader, participate in regular team planning, reviews and program development.</li> <li>• Ensure that all House Workers have developed self-regulation and self-care strategies and have an individual Sanctuary Model safety plan.</li> <li>• Ability to problem solve and resolve any concerns and conflict within a timely and considered manner.</li> <li>• Liaise with the Team Leader in relation to day-to-day operational requirements of the care home (rostering is the responsibility of the Team Leader).</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 supervision, reflective practice and other Team and House meetings with the Team Leader Residential Care and/or Therapeutic Practitioner on a regular basis.</li> <li>• Participate in peer supervision and support meetings.</li> <li>• Access professional development, reflective practice and community forums.</li> <li>• Raise issues impacting upon service delivery with the Team Leader Residential Care and Manager Care Services, with some thought put into areas for improvement or change.</li> </ul>
<b>Operations and Administration</b>	<ul style="list-style-type: none"> <li>• Ensure the accurate and timely entry of data as required.</li> <li>• Ensure the accurate and timely keeping of client files and other necessary documentations.</li> <li>• Actively participate in organisational meetings and activities as required.</li> <li>• Actively support the effective operation of the Program, adherence to programmatic/compliance requirements and relevant policy and procedural documentation as outline in the Carer Manual and contribute to ongoing program improvement.</li> </ul>

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	<ul style="list-style-type: none"> <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 and receives general direction from to the Team Leader Care Services from a line management perspective. The position works in collaboration with and responds to the guidance of the Therapeutic Practitioner in relation to the behaviour response planning, safety planning and a therapeutic lens across casework for each young person.

**Position/s Reporting to Senior House Worker:**

This position is responsible for providing supervision to House Workers.

**Authority:**

The position is required to adhere to established work practices, and sets priorities and monitors work flows in the position’s area of responsibility.

The position is required to exercise a degree of autonomy. Significant decisions require the approval of the Team Leader Residential Care and Manager Care Services.

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.
- Works cooperatively with all employees of the Residential and Care Services Team and broader Youth Services team.

**External Relationships:**

A range of external stakeholders including Child Protection, Berry Street and CatholicCare Victoria Intensive Case Managements Services (ICMS), the Department of Families, Fairness and Housing, Placement and Support Planning Unit and Child Protection, other out of home care providers 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;

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- 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.

The position is also required to ensure a safe and healthy work environment for all employees, contractors, clients, volunteers and visitors.

### **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 qualification in Community Services, Counselling, Psychology, Social Work or a related discipline with relevant experience OR a Diploma with substantial experience in Community Services, Youth Work, Psychology, Social Work or a related discipline.

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## Experience

2. Relevant and extensive experience working with at risk young people and their families.
3. Demonstrated experience working therapeutically with young people and their families.

## Knowledge, Skills and Attributes

1. Demonstrated advanced knowledge of child/adolescent development and the impact of trauma together with the proven ability to provide guidance to House Workers in implementing therapeutic caring approaches.
2. Demonstrated ability to lead, promote and facilitate a Care Team environment and flexibly respond to changing program requirements.
3. Proven ability to work collaboratively with House Workers in engaging with and responding sensitively to young people's needs.
4. Demonstrated interpersonal and influencing skills, including proven commitment to work collaboratively with DFFH, other agencies and the community to ensure young people achieve their goals.
5. A commitment to lead and support program/service standards, a therapeutic model of care and program expectations of quality therapeutic care.
6. Demonstrated ability to lead processes in the care house 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.

## Child Safety

7. 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.
8. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.
9. 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 Victorian Working with Children Check.
- Current Australia-wide Police Check.
- 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 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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