**POSITION DESCRIPTION**

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Therapeutic Residential Care Worker</th>
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<tbody>
<tr>
<td>Document ID:</td>
<td>PD-F-114</td>
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<tr>
<td>Program/House:</td>
<td>Out of Home Care Western Metro</td>
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<tr>
<td>Term:</td>
<td>Part Time – Active night – 0.82 &amp; 0.92 EFT</td>
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<tr>
<td>Classification:</td>
<td>Level 2 or 3 - Subject to qualifications &amp; experience</td>
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<tr>
<td>Position reports to:</td>
<td>House Supervisor</td>
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**ORGANISATIONAL CONTEXT**

Established in 1997 MacKillop Family Services (MacKillop) continues the child and family welfare ministries of the Christian Brothers (Oceania), the Sisters of Mercy (Melbourne) and the Sisters of St. Joseph (Victoria) in Western Sydney, Wollongong, NSW South Coast, Melbourne, Geelong, Warrnambool and Perth.

Programs include Home Based and Residential Care, Refugee Services, Disability Services, Youth Support, Education and Training, Family Support and support of women and men who as children were in the care of our founding agencies.

MacKillop Family Services involves a staff of some 800 personnel and nearly 420 volunteers. Operating out of more than 30 sites our budget expenditure is $70 million.

MacKillop Family Services has embarked upon a journey of change through its adoption of the Sanctuary Model. The Sanctuary model is underpinned by the commitments of: Nonviolence, Emotional Intelligence, Social Learning, Open Communication, Social Responsibility, Democracy, Growth and Change

The Sanctuary Model is a blueprint for clinical and organisational change which, at its core, promotes safety and recovery from adversity through the active creation of a trauma-informed community. A recognition that adversity is pervasive in the experience of human beings forms the basis for the Sanctuary Model’s focus not only on the people who seek services, but equally on the people and systems who provide those services.

**OUR VISION**

To transform lives in a spirit of justice and hope.

**OUR VALUES**

**Justice:** We believe in the right of all people, regardless of belief or culture, to be treated justly and fairly;

**Hope:** We commit to creating an atmosphere of hope where people find meaning in their experiences and relationship;

**Collaboration:** We commit to working in a collaborative spirit through cooperation, coordination, and partnership;

**Compassion:** We commit to creating an attitude of openness to others and to their circumstances; and

**Respect:** We seek to listen and learn from each other and to build relationships with respect.
POSITION PURPOSE

MacKillop’s Out of Home Care (OOHC) Division provides residential care, home based care, lead tenant and case management support for young people with high and complex needs, and a therapeutically oriented program for young people in protective placements.

Our Residential Services offers accommodation and support to children and young people who are referred through the Child Protection system. The Therapeutic Residential Care Worker is required to participate in the day to day operation of the unit, which includes responding to the young person’s emotional and functional needs, the development of their personal skills, all administrative requirements and household duties.

This position is situated within the OOHC Western Metro which is part of the OOHC Division. This role reports to the respective House Supervisor, who will provide supervision. This role has no direct reports and works in a team environment with other team members.

PRIMARY OBJECTIVES

The Therapeutic Residential Care Worker is responsible for:

- Ensure an environment that provides a sense of safety, structure, acceptance and security at all times for children, young people and staff.
- Ensure that the children and young people’s rights and interests are protected at all times and act as an effective role model.
- Through goal directed, planned and integrated therapeutic interventions use all interactions as opportunities for therapeutic gain and positive engagement.
- Support the children and young people to maintain important links with their family of origin, friendship networks and the local community.
- Address the therapeutic needs of each child or young person will the Residential Care team or wider OOHC team.

KEY RESULT AREAS AND RESPONSIBILITIES

- Participate in day to day operations, which includes performing household duties.
- Implement MacKillop’s and residential house policy and procedures.
- Provide high quality physical and emotional care for children/ young people in residential care, ensuring their safety and wellbeing.
- Provide and participate in appropriate recreational activities for and with the children/young people.
- Be responsible for the clear record and communication of all relevant information about the children/young people to the appropriate people or teams (other therapeutic residential care workers, case manager, on-call team, department, support services, etc.).
- Ensure that a comprehensive handover is given to the incoming or relieving worker(s).
- Practice in a manner that is sensitive to the needs of young people with an Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse background.
- Provide opportunities for children and young people to maintain contact, and where appropriate, invite family members, relatives and friends to the house.
• Actively support the children/young person’s integration into schools, employment or appropriate day programs or therapeutic programs that will meet their individual needs.
• Liaise with counsellors, health workers, drug and alcohol agencies and other professionals involved in the children/young person’s lives, as required.
• Follow all plans that has been developed for the house and children/young people.
• Ensure that procedures relating to the house communication book, reporting and recording of critical incidents, missing residents and residential care standards are followed.
• Report immediately to the Placement Agency Case Worker (PACW) and/or case manager, or the on-call worker, any protective concerns regarding a young person living at the house.
• Have a clear understanding of each children/young person’s Looking After Children (LAC) LAC plans, and contribute to these, including the completion of allocated tasks and responsibilities.
• Participate in a positive manner in any internal and external case conferences, LAC and/or Department of Health and Human Services (DHHS) planning and review processes, and other meetings as arranged.
• Constructively participate in supervision with the Residential House Supervisor or relevant line manager.
• Participate in program and service reviews.
• Attend appropriate house and other meetings.
• Maintain a high level of confidentiality regarding the children/young people’s information and history and that of their family.
• Observe and actively support all MacKillop’s policies and procedures.
• Work in a safe manner to ensure that his/her acts or omissions do not affect adversely the health or safety of any other person.
• Consult with direct supervisors and/or managers regarding health & safety issues affecting one’s work place.
• To report via RiskMan (MacKillop’s incident reporting tool) without delay
• Maintain records of expenditure and provide statements and receipts to the Residential House Supervisor.
• Assist in maintaining the grounds in a state of good repair and presentation.
• Ensure the general maintenance of house vehicles is of a safe standard, clean and has at least a half a tank of petrol at all times. Report immediately any damage to the vehicles to the Fleet Support team.
• Be prepared to work in other program locations as required.
• To attend all mandatory training and attend training if nominated to attend.
• To ensure that duty of care if undertaken in a professional manner with due regards to relevant agency and DHHS policies.

KEY SELECTION CRITERIA
• Certificate IV in Child, Youth and Family Intervention (Residential and out of home care), or other similar or relevant tertiary qualifications.
• A genuine interest in young people and their wellbeing.
• Demonstrate empathy for the young people in our care in an open minded and non-judgmental manner
• Highly-developed capacity for emotional self-regulation, including the capacity to set and maintain consistent boundaries to provide safety, stability and consistency.
• A commitment towards the principles and practice of quality care in residential settings for the most vulnerable and disadvantage young people, and to promote autonomy and self-determination for clients.
• Demonstrated understanding of, and respect for, cultural and linguistic diversity (CALD), including cultural safety for children from CALD backgrounds.
• Ability and willingness to work effectively as part of a team, to meet program goals and objectives.
• Possess and maintain a current valid Victorian driver’s licence and be able to drive MFS vehicles in the conduct of the position requirements, including the transportation of clients.
• Support for the purpose and ethos of MacKillop.
• An understanding of Trauma and how best to work with children and young people in Out of Home Care (desirable but not required)

OTHER JOB RELATED INFORMATION

The incumbent is required to:

• Observe and actively support MacKillop’s OH&S policy and strategy;
• Undertake further training to be compliant with pending or current mandatory qualification regulations (as required);
• Attend mandatory and other training (as required); and
• Actively participate in MacKillop’s Bid Management process (as required).

The incumbent must possess a:

• Valid and current Victorian Driver’s Licence;
• Satisfactory criminal history check conducted by MacKillop Family Services;
• Valid and current Working with Children Card; and
• Satisfactory Disqualified Carer Check

APPROVAL

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<tr>
<th>Approved by:</th>
<th>Jane French</th>
<th>Date: June 2017</th>
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<tbody>
<tr>
<td>Position Title:</td>
<td>Director Children, Youth and Family Services West and East</td>
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<tr>
<td>Staff member’s Name:</td>
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<tr>
<td>Staff member’s Signature:</td>
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