

	Position Title: Night Residential Unit Supervisor		Team: Residential Care		Region: Gippsland
	Supervisor: Team Leader Residential Care Services	Delegations and Authorities: In Line with Delegations Policy		Band: (A-F) B	Date Completed: July 2019

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>	<p>Berry Street's Residential Services offers accommodation and support to children and young people who are referred through the Child Protection system.</p> <p>The Night Residential Services Worker is an integral role ensuring the overnight safety of children and young people living in our residential houses.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>	<p>The primary objectives of the role are to provide supervision, support, coaching and mentoring to a team of Night Residential Care workers that ensures high quality, therapeutically focused care and attend to and respond to queries and concerns from staff in a prompt manner.</p> <p>Further, the night supervisor ensures that the overnight safety plans for the children and young people are met, ensures the house environment provides a sense of safety, structure, acceptance and security at all times for children and young people and for staff and oversees the night time operation of a Unit in accordance with Berry Street Values, Policies, Guidelines and Practice Standards and Practice Manuals/directions.</p> <p>The night supervisor will provide telephone support and advice to night residential care workers and attend incidents as required, providing an on-site response.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Gippsland Region and works in all of the residential houses. It is part of the broader Residential Services Team.</p> <p>This role reports to the Team Leader who will provide supervision and review.</p>

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.
- Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.
- Berry Street is committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street is also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.

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 practising and promoting self-care strategies.
- Demonstrated understanding of, and respect for, the needs of children with a disability; Aboriginal culture, including cultural safety and awareness; and cultural and linguistic diversity (CALD), including cultural safety for children from CALD backgrounds
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Experience providing supervision, monitoring workloads and individual performance.
- Demonstrate culturally informed and respectful practice.
- Capacity and skills in engaging children and young people who have experienced significant trauma and demonstrate emotional and behavioural dysregulation. The ability to adapt engagement and communication strategies according to the situation.
- Empathy for the young people in our care, open mindedness, non-judgemental and understanding.
- A genuine commitment to provide stability and quality care for children and young people who have experienced significant trauma.
- Good written communication and comprehension skills – follow plans and express ideas and information clearly.
- Able to think clearly, calmly making decisions as required, often in a crisis.
- Capacity to acquire knowledge of legislation, policy and issues relating to children and young people involved with Child Protection and Youth Justice.
- Capacity to acquire knowledge and understanding of child development and understand the reasons behind traumatised children and young people's behaviour.
- 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	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification Certificate IV in Child, Youth and Family Intervention or relevant qualifications including social work, youth work, alcohol/other drugs and/or substantial experience in working therapeutically with children and young people. • 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. <p>The foundational and TRC specific stages of the mandatory staff training in trauma-informed care (With Care Training).</p>	<ul style="list-style-type: none"> • Demonstrated experience in the provision of care and support to young people in “out of home care”.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Ensure a home-like setting both inside and outside that provides a sense of normality and community, and ensure the physical and emotional safety of each child or young person where they are protected from re-traumatising experiences. • Establish and develop relationships with other agencies as appropriate such as DHS, Police, Mental Health, Education Providers etc. to ensure resident's needs are met. • Working with staff to ensure the therapeutic needs of each child or young person based on the specialised assessment process are met on a day to day basis. • Update systems to ensure that client record systems are kept up to date and contain all information required. • In conjunction with Unit Supervisors, assist in the overall monitoring, development and identification of service delivery gaps of the Regions Residential Services. • Supervise staff to provide a high standard of care to children and young people with the key focus of assisting children and young people to settle for bed time. • Communicate with all night staff throughout the shift to ensure staff and young people are safe • Respond promptly to telephone calls from staff seeking assistance or clarification • Respond to incidents in person, providing an on-site support as required to assist night staff to manage incidents or attend to the needs of the young people. • Assist in the management of de-escalating young people. • Support and facilitate young people to feel connected and safe in the residential care unit. • Support young people to keep themselves safe by discussing strategies with young people through incidental learning on a case by case basis and by following crisis management plans and the Overnight Safety Plan. • Attend incidents as requested for HBC, ICMS, Lead Tenant etc.
Administration	<ul style="list-style-type: none"> • To keep, maintain and secure designated records (including electronic records). • To document records as required (including ERIN reports) and ensure staff complete all documentation. • Verify and submit staff timesheets to the Manager. • To manage and supervise closely, Unit expenditure such as petty cash, monthly Unit allowance and other client related expenses. • Advise the appropriate people of any repairs that may be required at the unit or with any equipment used by staff and young people. • Update the WIKI as appropriate • Liaise with the Senior Work On Call for back up as required
Program Development	<ul style="list-style-type: none"> • Assist in the recruitment, selection, and training of Residential staff as required.

	<ul style="list-style-type: none"> • Facilitate the orientation and induction of new staff in to the Unit. • Coordinate staff leave arrangements to ensure adequate coverage and minimum use of agency staff. • Provide formal supervision for the Residential staff in accordance with Berry Street Victoria Policy. • In conjunction with the Team Leader Residential Services, complete annual performance appraisals of all Residential staff in accordance with Berry Street Policy. • Support staff during and post incidents, facilitating demobilisation and defusing for staff as required. • Inform the team leader/manager of all serious incidents as soon as they occur • Support the development of skills and capabilities of Residential staff in consultation with the Team Leader / Manager • Participate in and prepare for supervision. • Complete all mandatory training within the required timelines. • Have awareness of EAP availability.
Other	<ul style="list-style-type: none"> • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. • Participate in supervision • Participate in relevant organisation meetings.

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 long shifts (up to 10 hours).	Regular
	Work in a team environment and at times alone.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments.	Regular
	Work in buildings which may be two-storey	Occasional
	Sit at a computer or in meetings for extended periods	Occasional
	Work in an environment with competing demands.	Daily
	Wear personal protective equipment (e.g. rubber gloves, covered shoes) to provide protection from potential infectious and hazardous substances.	Daily
	Present at court and other jurisdictions.	Occasional
Manual Handling	Undertake manual handling (e.g.: lifting, pulling, pushing, moving, transferring, twisting, restraining, supporting) of equipment and clients which would be of varying weight and size.	Regular
People Contact	Work with clients who may have a physical or sensory disability	Regular
	Liaise with government, non-government and community organisations	Daily
	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
	Assist in personal and self-care activities such as toileting, meals, dressing, and maintenance of personal hygiene.	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
General Tasks	Undertake general household duties which could include sweeping, dusting, shopping, mopping, vacuuming, laundering, gardening, cooking and food preparation.	Occasional

Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing tasks, participate in meetings, concentrate for long periods of time, and document money transactions.	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.	Daily
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional