

	<b>Position Title:</b> Residential Care Worker		<b>Team:</b> Residential Care		<b>Region:</b> Shepparton, HUME
	<b>Supervisor:</b> Unit Supervisor	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> A	<b>Date Completed:</b> October 2019	

## ORGANISATIONAL INFORMATION

OUR VISION AND PURPOSE	ROLE CONTEXT
<p><b>We believe children, young people and families should be safe, thriving and hopeful.</b></p> <p><b>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</b></p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p><b>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision together.</b></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>Residential Care &amp; Therapeutic Residential Care are intensive and time-limited care for a child or young person in statutory care that responds to the complex impacts of abuse, neglect and separation from family. This is achieved through the creation of positive, safe, healing relationships and experiences informed by a sound understanding of trauma, damaged attachment and development needs.</p> <p>The Residential Care Worker (or where required 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.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><b>Berry Street expects all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> to never give up, maintain hope and advocate for a 'fair go'</p> <p><b>Integrity:</b> to be true to our word</p> <p><b>Respect:</b> to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p><b>Accountability:</b> to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p><b>Working Together:</b> to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<ul style="list-style-type: none"> <li>• Ensure an environment that provides a sense of safety, structure, acceptance and security at all times for children and young people and for staff.</li> <li>• Through goal directed, planned and integrated therapeutic interventions use all interactions as opportunities for therapeutic gain and positive engagement.</li> <li>• Address the therapeutic needs of each child or young person with the TRC team.</li> <li>• Ensuring that the young people's rights and interests are protected at all times and act as an effective role model.</li> <li>• Supporting the young people to maintain important links with their family of origin, friendship networks and the local community.</li> </ul>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Shepparton Units and are part of the broader Residential Services Team in the Hume Region.</p> <p>This role reports to the Unit Supervisor who will provide supervision. This role does not have direct reports and works in a team environment with other team members.</p>

## EXPECTATIONS

- Conduct themselves 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 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.

## 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 practicing and promoting self-care strategies.
- The ability to work collaboratively and effectively in a team to accomplish program goals.
- Demonstrated capacity engaging children and young people and the ability to not only work with displays of emotional and behavioural dysregulation but to be able to understand the underlying causes behind this for example Trauma and Attachment effecting child development.
- Ability to exhibit empathy for the young people in our care in an open minded and non-judgemental manner.
- The capacity to advocate, engage and negotiate with relevant stakeholders including family and school/educational networks where appropriate.
- Demonstrated understanding or willingness to learn appropriate legislation, policy and issues relating to children and young people involved with Child Protection and Youth Justice.
- 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

- A recognised and relevant qualification in residential care. Berry Street recognises and delivers a Certificate IV in Child, Youth and Family Intervention. This is the minimum qualification required or higher level of qualifications such as a Diploma or Bachelor Degree in Social Work, Youth Work.
- Staff must hold a valid WWCC, current Victorian drivers licence at all times and undergo a National and or International Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

## DESIRABLE

- The foundational and TRC specific stages of the mandatory staff training in trauma-informed care (With Care Training).
- Demonstrated experience in the provision of care and support to young people in "out of home care".
- Substantial experience in working with children and young people.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• To participate in the day to day operation of the unit including performing household duties (cleaning, cooking, and involve the young people in household activities as appropriate).</li> <li>• Ensure that the young people are provided with a nutritionally balanced diet.</li> <li>• Provide and participate in appropriate recreational activities for and with the young people.</li> <li>• Support the young people to maintain important links with their family of origin, friendship networks and the local community.</li> <li>• To provide a high standard of emotional and physical care to the young people living in the unit, ensuring their safety and wellbeing.</li> <li>• To be responsible for the communication of all relevant information about the children/young people in the unit to the appropriate people (other residential workers, case manager, department, support services etc.).</li> <li>• Have input to the implementation of the individual therapeutic treatment plans, LAC, crisis management plans and case plans.</li> <li>• To actively support the children and young people's integration into schools, employment or appropriate day programs or therapeutic programs that will meet their individual needs.</li> <li>• To provide the children and young people with access to regular recreational and leisure activities.</li> <li>• To liaise with counsellors, health workers, drug and alcohol agencies and other professionals involved in the children and young people's lives, as required.</li> <li>• To follow all plans that has been developed for the unit and young people and accept delegated responsibility for a function.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• To record accurately and appropriately all information and activities regarding the young people in their files.</li> <li>• Maintain accurate records such as communication book, diary, handover sheets, daily updates, etc, ensuring all relevant information is recorded.</li> <li>• To record all financial information accurately and maintain receipts.</li> <li>• To report via ERIN incidents without delay.</li> <li>• To notify the appropriate personnel (supervisor, manager, on call staff member, case worker) of incidents as they occur.</li> <li>• To ensure that a complete and signed handover is given to the incoming worker(s).</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• As part of Berry Street's commitment to the safety of our workforce and of clients, Residential Care staff are required to wear a GPS tracked duress alarm while on duty.</li> <li>• Other duties as directed.</li> </ul>

## 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
<b>Work Environment</b>	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
	Work in locations geographically separated from management	Regular
	Wear personal protective equipment (eg rubber gloves, covered shoes) to provide protection from potential infection and hazardous substances.	Regular
	Undertake sleepover duties as the only staff member on duty.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	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
	Present at court and other jurisdictions.	Occasional
<b>Manual Handling</b>	Undertake manual handling (eg: lifting, pulling, pushing, moving, transferring, twisting, restraining and supporting) of equipment and clients which would be of varying weight and size.	Regular
<b>People Contact</b>	Work with clients who may have an intellectual, physical and/or sensory disability.	Regular
	Liaise with government, non-government and community organisations	Daily
	Assist in personal and self-care activities such as toileting, meals, dressing and maintenance of personal hygiene	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
	Interact with clients and members of the public who could display verbal or physically challenging behaviour and/or the full range of emotional expressions.	Regular

	Facilitate access to specialist, generic and community services	Regular
	Support and participate with clients in recreational activities.	Regular
	Use community resources with clients (eg Shops, banks, medical centres and cinemas).	Regular
	Undertake training and professional development activities.	Regular
<b>General Tasks</b>	Undertake general household duties which could include but not limited to sweeping, dusting, shopping, mopping, vacuuming, laundering, gardening, cooking and food preparation.	Daily
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and document money transactions.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
<b>Transport</b>	Drive vehicles (cars and mini buses) possibly over long distances and in all traffic and weather conditions.	Daily
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Regular