BERRY STREET We're for Childhood SINCE 1877	**Position Title:** Residential Care Unit 2IC		**Team:** Residential Services	**Region:** Northern
	Supervisors: Unit Supervisor	**Delegations and Authorities:** In Line with Delegations Policy	**Band:** A **Rem:** RSW1	**Date Completed:** December 2019

ORGANISATIONAL INFORMATION

OUR VISION AND PURPOSE

We believe children, young people and families should be safe, thriving and hopeful.

Our Vision for 2022: Together we will courageously change lives and reimagine service systems.

For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.

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.

We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.

OUR VALUES

Berry Street expects all staff to apply these Values in all aspects of their work.

Courage: to never give up, maintain hope and advocate for a 'fair go'

Integrity: to be true to our word

Respect: to acknowledge each person's culture, traditions, identity, rights, needs and aspirations

Accountability: 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

Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills

ROLE CONTEXT

Berry Street's Residential Services offers accommodation and support to children and young people who are referred through the Child Protection system. Therapeutic Residential Care is 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.

The Residential Care Unit 2IC is required to participate in the day to day active supervision of children and young people living within the unit. The Residential Care Unit 2IC Care Worker will assist the Unit Supervisor in managing the unit and its operations in line with compliance requirements and Berry Street procedures. This also includes overseeing all administrative requirements in addition to household duties and providing support, guidance and supervision to staff. The Residential Care Unit 2IC will be expected to undertake the duties of the Unit Supervisor in their absence.

PRIMARY OBJECTIVES OF THE ROLE

- To ensure an environment that provides a sense of safety, structure, acceptance, wellbeing and security at all times for children and young people and for staff.
- To provide supervision, support, coaching and mentoring to a team of Residential Care workers that ensures quality outcomes for the children and young people in care.
- To take responsibility for the day-to-day operation of a Unit in the absence of the Unit Supervisor and in accordance with Berry Street Values, Policies, Guidelines and Practice Standards and Practice Manuals/directions.
- To ensure that the young people's rights and interests are protected at all times and supporting them to maintain important links with their family of origin, friendship networks and the local community.

REPORTING RELATIONSHIPS

This role is based within our Northern Region and is part of the broader Residential Services Team. This role reports to the Unit Supervisor who will provide supervision and review.
This role has no direct reports and works in a team environment with other team members.

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 within the principles of continuous improvement and occupational health and safety.

- Berry Street is committed to diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.

- Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.

KEY SELECTION CRITERIA : KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Experience providing supervision, monitoring workloads and individual staff performance.
- An understanding, capacity, duty and commitment to providing children and young people with a stable care environment.
- The capacity to promote and protect a child's safety from harmful situations and the ability to provide the necessary care to ensure the child's wellbeing and development are met (e.g. recognition of when medical, educational or other resourcing support is required).
- Demonstrates an understanding of the importance of cultural identity and religious affiliation for children, and respects and cultivates these affiliations in a sensitive and appropriate way.
- The capacity to develop positive relationships with children, their family where appropriate and their networks to achieve outcomes in the best interest of the child.
- Demonstrates qualities of empathy, open mindedness, trustworthiness and reliability when engaged with young people and work colleagues.
- Good financial and administration management required to manage unit budgets, provide reports when required and provide input on client plans/files.
- 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.
- Highly-developed capacity for emotional self-regulation including the capacity to set and maintain consistent boundaries
- A commitment to personal growth and development and a willingness to participate in regular supervision, training and reflective practice.
- Flexibility and adaptability – comfortable working in a changing and demanding environment.
- 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.

QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
• A recognised and relevant qualification in residential care (Certificate IV in Child, Youth and Family Intervention), social work, youth work, alcohol/other drugs (or other relevant qualification) and/or substantial experience in working 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.	• 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	• Create 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 • To coordinate and 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). • Facilitate the young person's engagement in extra-curricular activities such as recreational and sporting environments. • Facilitate the young person's engagement and involvement of family, friends, peers and community members. • Actively support culturally sensitive planning for Aboriginal and Torres Strait Islander children and young people. • Establish and develop relationships with other agencies and professional staff as appropriate such as DHHS workers Police, Education Providers, Counsellors, Health workers, Drug and Alcohol agencies and other professionals involved in the children and young people's lives as required. • Work collaboratively in care teams and other professional meetings to strengthen communication and information sharing. • 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. • To follow and ensure all staff are following plans that have been developed for the unit and young people. • To accept delegated responsibility for a particular function in support of the Unit Supervisor when managing operations of the unit • Wear a duress alarm at all times while working in a Unit.
Administration, Finance and Maintenance	• To record accurately and appropriately all information and activities regarding the young people in their files and ensure client record systems are kept up to date. • Have input to the implementation of the individual management plan, crisis management plans and case plans • Ensure that the Looking after Children Framework (LAC) and procedures are implemented in relation to the care of residents. • Ensure close monitoring, regular review and documentation of a young person's track progress against goals.

	• Take a lead role in maintaining accurate records such as communication book, diary, handover sheets, daily updates, etc. and ensuring all relevant information is recorded. • To report incidents via ERIN without delay and notify the appropriate personnel (supervisor, manager, on call staff member, case worker) of incidents as they occur. • To ensure that a complete and signed handover is given to the incoming worker(s). • Verify and submit staff timesheets to the Team Leader if required. • To manage, closely observe and record unit expenditure such as petty cash, monthly unit allowance and other client related expenses against budgeted figures. • Advise the appropriate people of any repairs that may be required at the unit or with any equipment used by staff and young people in a timely manner.
Human Resource Management	• To support the Unit Supervisor with regular Unit meetings with staff, which may include documenting minutes and seeking opportunities to increase communication, cooperation and coordination between team members. • Assist in the training and mentoring of Residential staff as required. • In conjunction with Unit Supervisor, facilitate the orientation and induction of new staff in to the Unit. • Provide formal supervision for the Residential staff in accordance with Berry Street Victoria Policy. • Support staff during and post incidents, facilitating demobilisation and defusing for staff as required. • Support the development of skills and capabilities of Residential staff in consultation with the Unit Supervisor
Other	• To act up for supervisor in absence. • Participate in the region Residential Services On-call roster if required to do so. • After-hours recall 'crisis' response may be required at times. • To maintain a high level of confidentiality regarding the young people's information and history and that of their family. • To abide by all policies determined by Berry Street. • To attend all relevant organisational meetings. • To participate in supervision. • To attend all mandatory training and attend training if nominated to attend. • To ensure that duty of care is undertaken in a professional manner with due regards to relevant agency and Department of human Services policies. • In conjunction with Unit Supervisors, assist in the overall monitoring, development and identification of service delivery gaps of the Regions Residential Services.

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 in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	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.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	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 budget and researching and analysing information and data.	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.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional