

SOUTH BURNETT CTC INC

POSITION DESCRIPTION

SUPPORT WORKERS AND TEAM LEADERS

CTC RESIDENTIAL SERVICES

BACKGROUND – CTC is contracted to deliver 24/7 Residential Services in partnership with the Department of Child Safety, Youth and Women (the Department):-

- FIAR (Fostering Independence and Resilience) House provides four residential care places for young people and children (children) both male and female aged 12-17 years with complex support needs. It is licensed and monitored by the Department and is externally audited against the Human Services Quality Framework.
- Temporary Placements (TPs) operate separately from FIAR House but under the same licencing and monitoring arrangements.
- Individual Client Support for children referred by various agencies on a fee for service basis, including schools, the Department and Partners in Foster Care.

BASE REQUIREMENTS FOR ALL STAFF LEVELS

- The ability to provide care in accordance with the Statement of Standards (attached) and in alignment with Individual Care Plans
- An understanding of children who have experienced trauma
- Ability to remain calm in situations where behaviours of children escalate
- Ability to perform in a culturally sensitive way
- Availability for shift work, including sleep overs and public holidays and willingness to work flexibly to contribute at short notice to a 24 hour, 7 day per week roster
- A personal mobile telephone suitable for work purposes with safeguards in place for unauthorised access
- Literacy, IT and time management skill levels to be able to compile detailed case notes and meet other organisational requirements
- The observation and domestic skills (including cooking/food handling skills) required to maintain a clean and hygienic living environment
- Working with Children Blue Card
- NDIS Worker Screening Check
- Child Safety Personal History Screening Check
- Current First Aid, CPR and Bronze Medallion Certificates or ability to acquire
- COVID-19 vaccination
- Ability to maintain a Queensland driver's licence without suspension or cancellation and transparency in reporting any past or future driving/traffic infringement notices that may impact on the suitability to transport clients

BASE RESPONSIBILITIES FOR ALL STAFF LEVELS

Ensure you:-

- have a comprehensive understanding of the Statement of Standards (attached)
- have a comprehensive understanding of Residential Services policies and procedures and overarching CTC policies and procedures
- have an understanding of statutory, licencing, Human Services Quality Framework and contractual requirements

Service Delivery:-

- actively work as a part of a team to ensure consistency in service delivery
- report all incidents/records of harm/concerns about the standard of care/suspensions/ allegations/potential of harm
- report any complaint in relation to quality of service provision to the Service Manager to address and record appropriately
- implement TCI and other training techniques to provide the best possible support and care to each child
- enter client notes for every child for every shift within 24 hours
- attend monthly internal supervision and external supervision as required
- provide input for recommendations on best practice and continuous improvement
- monitor and respond to emails in appropriate timeframes

SOUTH BURNETT CTC INC POSITION DESCRIPTION

- ensure approved house systems are implemented on a daily basis
- provide approved client transport as required

Ensure all living/care environments (including any outdoor areas):-

- are safe and free from hazard
- report any damage/repairs to infrastructure (eg. buildings, grounds maintenance, vehicles, furniture, IT equipment and other resources) to the Senior House Resident in a timely manner
- are maintained in a clean, hygienic and tidy manner (internally and externally)
- are appropriately secured (eg. windows, doors and other points of entry, locks do not prevent emergency exit and are not used as a restrictive practice). Carer rooms must be locked and keys to vehicles must be on your person or in the safe
- appropriately cater for the needs of clients (eg. healthy food is stocked and appropriately dated in fridge/cupboards, clean clothing is available etc)
- provide adequate privacy for clients (eg. sleeping/toilet/bathing facilities, curtains, blinds)
- have a fully kitted first aid kit on site at all times
- have a secure means for storage of poisons, cleaners, sharp objects, toxic substances, flammable items and other hazardous items which remain locked at all times
- have a secure means for storage of and access to medications

AWARD DETAILS

Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) QCSCA TPEO - Community Services Worker – Levels 1 – 4. Casual/Part Time Shift Work – contributing to a 24 hour, 7 day per week roster including sleepovers. Shifts include day, afternoon, night and public holidays.

Before being considered for Buddy Shifts

- Three Pillars in Transforming Care Training
- Therapeutic Crisis Intervention Training
- Positive Outcome Notification for Child Safety and Personal History Check (LCS 2)
- Licenced Care Service Blue/Exemption Card or Departmental confirmation of current Blue Card
- Recognised qualification or enrolment in recognised qualification
- Drivers licence
- Hope and Healing Framework Foundation Modules
- Human Resources Induction Checklist

Before being considered for Level 2

- Reporting of Harm training and questionnaire
- Behaviour Management questionnaire
- Medication Questionnaire
- First Aid and CPR Certificates
- Office Fire Prevention and Response online training
- Maintaining a Harassment Free Office online training
- Privacy Act online training
- Cultural Awareness training or scheduled to complete within mandatory timeframe
- 3 or more Buddy Shifts
- 4 or more Support Shifts
- Appropriate case notes for every child for every shift completed within 24 hours
- Accurately completed medication records
- Appropriately completed Incident Forms as required during each shift
- Demonstrated understanding of:
 - ESS Clock In and Clock Out
 - house routines
 - ICPBs
 - requests
 - house rules
 - administration and finance systems

SOUTH BURNETT CTC INC POSITION DESCRIPTION

- Service Specific (Residential Services) Checklist
- Performance Review to assess other competencies to provide direct care

Before being considered for Level 3 – dependent on availability of Level 3 position

Recognised Qualification completed. Availability for all shifts and sleepovers. Bronze Medallion.

Performance Review to ensure competency and willingness to:

- support any child across any shift (including sleepovers)
- support and maintain the safety of children experiencing trauma in any environment including any/all CTC residential houses, ICS, family contact, court, activities/excursions etc
- consistently and competently implement TCI
- support/be a role model to Level 1 and 2 staff so they have the support required to continually develop their skills, maintain house routines and rules and provide care at all times in accordance with the Statement of Standards
- consistently and competently undertake risks assessment processes
- be solution focused and proactive in identifying areas of continuous improvement
- comply with Statutory, Licencing and Human Services Quality Framework requirements and Residential Services and CTC Overarching Policies and Procedures (eg. Human Services, Finance Services, Corporate Services, WPHS, Information Technology and Fleet Management)
- demonstrate notes (including medication and family contact) are up to date and incidents correctly reported
- demonstrate effective handover processes
- cover on call for short periods of time

Before being considered for Level 4 – dependent on availability of Level 4 position

Performance Review to ensure competency and willingness to:

- take on a higher level of on call (rostered fortnightly or at least monthly to sustain this level) by being responsible for the day to day operations of Residential Houses while on call, including:
 - providing support to workers on shift, ensuring care is being provided in accordance with the Statement of Standards at all times
 - take the lead on complex work related to a child and/or their family/friends
 - ensure all living environments are safe, clean and hygienic
 - self-manage own working hours to meet client, service, licencing, framework and organisational requirements
 - self-manage own working hours to manage fatigue (eg. using flexible working time by adjusting starting and/or finish times to average out hours after an extended/long shift)
 - only seeking approval for overtime when necessary for the wellbeing of a child or to meet organisational requirements that otherwise would be breached
 - provide advice and guidance to workers on shift to manage Concerns and Level 2 Incidents
 - attend all critical incidents to ensure the safety of all and provide additional support to clients and staff
 - manage staff rosters/timesheets through EmpLive or by emailing the Office Manager/Service Manager
 - lead and supervise Level 1-3 staff to ensure they understand and comply with Statutory, Licencing and Human Services Quality Framework requirements and Residential Services and CTC Overarching Policies and Procedures (eg. Human Services, Finance Services, Corporate Services, WPHS, Information Technology and Fleet Management)
 - ensure household maintenance, cleaning and WPHS routines are developed and complied with
- take on a lead responsibilities for a house/s (and/or special project) including:
 - ensuring Behaviour Management Plans and ICPBs and pathway documents are up to date
 - providing direction to staff on client routines/pathways/family contact/focus areas etc
 - negotiating any exceptions to the house rules eg. rewards for success/handing in of phone etc
 - being the central point of contact for staff and other relevant stakeholders in email trails and other forms of communication
 - reviewing all client notes
 - signing purchase orders up to their delegation (currently \$500)
- meet with other Residential Services Team Leaders and the Service Manager at “HUB” meetings (currently 11am on the first Friday of the roster) if on roster or participate by mobile phone if not on shift, to provide an update on their nominated house/s and discuss other operational matters and administration requirements

SOUTH BURNETT CTC INC

POSITION DESCRIPTION

- ensure all award, workplace health and safety requirements and risk assessment processes relevant to the work performed are complied with
- work with other Residential Services Team Leaders to ensure all level 1-3 staff have internal supervision on monthly basis (minimum)

MANDATORY TRAINING

New staff are required to complete the following mandatory training within a reasonable timeframe (at induction/within 3 months from their commencement of employment):

- Cultural Awareness
- Positive Behaviour Support
- Identifying, preventing, responding to and reporting concerns about the Standards of Care
- Identifying, preventing, responding to and reporting harm or suspected harm

The Cultural Awareness training will reflect the current need of the local area/client base (currently specific to working with Indigenous and Torres Strait Islander people). Indigenous and Torres Strait Islander staff are invited to attend but their participation is not mandatory.

Staff have access to the SBS Cultural Atlas (via the All Services Tab of the intranet or <https://culturalatlas.sbs.com.au/>) which is an educational resource providing comprehensive information on the cultural background of Australia's migrant populations.

MANDATORY REFRESHER TRAINING

- Therapeutic Crisis Intervention Refresher Training every 12 months
- Reporting of Harm Training every 12 months

ONGOING SCREENING

In accordance with the Working with Children (Risk Management and Screening) Act 2000, staff must notify the HR Team immediately if there is a change in their personal circumstances concerning the following so that an Update Contact Details form can be completed and lodged with Blue Card Services:

- postal address
- residential address
- phone number/s
- email

In accordance with the Child Protection Act 1999, staff must notify the HR Team immediately if there is a change in their personal circumstances concerning the following so that an LCS Form 6 can be completed and lodged with the Department

- change of address
- change due to involvement with the Queensland or any interstate/international child protection agency (child protection history)
- change related to a Blue Card/Exemption Card or application
- change related to being the respondent in a domestic and family violence matter
- change in traffic history

EXPECTATIONS AS A CTC STAFF MEMBER

- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/Acts/Guidelines
- Integrate with other programs and the ethos of CTC
- Be an effective member of the Residential Services team and other CTC teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic and tidy work environment
- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times

SOUTH BURNETT CTC INC POSITION DESCRIPTION

- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required

Service standards are to be in accordance with the ethos, mission, vision, policies and procedures of CTC and in strict adherence to licencing/contractual requirements. As part of the Residential team, staff will have knowledge and understanding of other CTC services and contribute to the success of the organisation in its entirety.

PERFORMANCE

- Performance will be formally reviewed within the initial 6 month probationary period and at least annually thereafter according to the details of this and any revised position descriptions
- Staff may request guidance, debriefing and supervision from a Team Leader, the Service Manager, the HR Team or CEO

CONFIRMATION

By signing below I mutually agree:-

- As currently outlined in Clause 25.1(b) of the SCHCADS Award, ordinary hours in clause 25.1(a) of the award will be worked up to 10 hours per shift.
- As currently outlined in Clause 25.4(b) of the SCHCADS Award, the end of a shift and the commencement of a shift contiguous with the start of a sleepover or a shift commencing after the end of a shift contiguous with a sleepover may not be less than 8 hours.

I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- more detailed duties are to be arranged with my supervisor in line with the requirements of the organisation and broadly consistent with the role

Staff Member Name: _____ **Signature:** _____ **Date:** ____/____/____

SOUTH BURNETT CTC INC

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Queensland Consolidated Acts

CHILD PROTECTION ACT 1999 – SECT 122

122 Statement of standards

- (1) The chief executive must take reasonable steps to ensure a child placed in care under section 82(1) is cared for in a way that meets the following standards (the statement of standards) –
 - (a) the child's dignity and rights will be respected at all times;
 - (b) the child's needs for physical care will be met, including adequate food, clothing and shelter;
 - (c) the child will receive emotional care that allows him or her to experience being cared about and valued and that contributes to the child's positive self-regard;
 - (d) the child's needs relating to his or her culture and ethnic grouping will be met;
 - (e) the child's material needs relating to his or her schooling, physical and mental stimulation, recreation and general living will be met;
 - (f) the child will receive education, training or employment opportunities relevant to the child's age and ability;
 - (g) the child will receive positive guidance when necessary to help him or her to change inappropriate behaviour;
 - (h) the child will receive dental, medical and therapeutic services necessary to meet his or her needs;
 - (i) the child will be given the opportunity to participate in positive social and recreational activities appropriate to his or her developmental level and age;
 - (j) the child will be encouraged to maintain family and other significant personal relationships;
 - (k) if the child has a disability – the child will receive care and help appropriate to the child's special needs.
- (2) For subsection (1)(g), techniques for managing the child's behaviour must not include corporal punishment or punishment that humiliates, frightens or threatens the child in a way that is likely to cause emotional harm.
- (3) For subsection (1)(j), if the chief executive has custody or guardianship of the child, the child's carer must act in accordance with the chief executive's reasonable directions.
- (4) The application of the standards to the child's care must take into account what is reasonable having regard to –
 - (a) the length of time the child is in the care of the carer or care service; and
 - (b) the child's age and development