

Position Title	Residential Case Worker
Location	Various Residential Houses
Child Safety (Prohibited Persons) Act 2016	Prescribed
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Classification	Crisis Accommodation Employee Level 2
Reporting Relationships	Reports to the Team Leader Direct reports: - Nil

Position's Primary Purpose

The Residential Case Worker is responsible for providing individualised support to the Young People ensuring the delivery of high quality client case services.

Key Accountabilities

- Contributes to the daily planning of activities undertaking house based case work for the children in care and reports any maintenance issues, identifying continuous improvement opportunities of the program
- Develops and monitors case plans and contributes to the implementation and ongoing review and planning for individual clients advising of their health, well-being and progress
- Plan, prepare and document specific activities, achievements and concerns relating to individual clients
- Assist clients in the development of social and living skills that enhance their ability to make informed choices and enable them to improve their capacity to live independently
- Complete and maintain accurate cases notes, records of interactions and plans, log entries, Client Incident Reports and other documentation as required in line with documented practices and procedures
- Actively encourage clients to participate, and participate with clients, in a range of educational and recreational activities to enhance their physical, social, emotional and intellectual development.
- Plan and prepare meals for clients that are well balanced healthy food choices in line with safe food handling requirements.
- Maintain the property in a clean and hygienic manner, ensuring an appropriate level of safety whilst providing a home like environment.

Key Relationships

Who	How
Internal	
Line Manager	▪ Report emerging trends to the Team Leader for further follow up
Stakeholders	▪ Communicates and collaborates with other workers to promote positive attitudes and lifestyle choices consistent with case work and service provision.

Who	How
External	
Client	<ul style="list-style-type: none"> Provides support, care and assistance to individual clients working within established case management guidelines, in a positive manner that encourages the development of positive relationships with peers, staff and family, ensuring culturally appropriate responses are offered.
Stakeholders	<ul style="list-style-type: none"> Interacts with other government and non-government organisations and members of the community

Core Values

Junction aspires to deliver flexible and responsive services that are underpinned by the following core values:

- **IMPACT** ~ make it happen; strive for excellence; be bold
- **PASSION** ~ find the joy; engage energetically; celebrate successes
- **INTEGRITY** ~ build trust; act ethically; know yourself; act like owners
- **RESPECT** ~ listen attentively; speak openly; debate constructively
- **COLLABORATION** ~ work together; build relationships; value diversity

Capability Summary

The Junction People Capability Framework applies to all employees and is key in ensuring our Values are embedded in all we do. See attached list of all capabilities for the level of this role.

Capability Group	Capability Name
Outcomes Focused	<ul style="list-style-type: none"> Positively Impact Clients Deliver results Drive innovation Plan and prioritise
Personal Attributes	<ul style="list-style-type: none"> Act with integrity Live our values and embrace diversity Show resilience and adaptability Display self-awareness and motivation
Positive Relationships	<ul style="list-style-type: none"> Client Centric Influence and negotiate Communicate effectively Work collaboratively
Leadership & People Management	<ul style="list-style-type: none"> Inspire and lead with purpose Manage through our Values Support and develop our people Make sound and agile decisions
Business Enablers	<ul style="list-style-type: none"> Manage change Optimise resources Leverage technology Understand financial requirements

Position Requirements

- A satisfactory Working with Children Check (WWCC) or General Probitry Check must be completed, (as applicable), prior to commencing employment and maintained thereafter.
- Your employment with Junction is subject to you being and remaining eligible to be employed in a licensed children's residential facility which requires employees to undergo periodic psychological or psychometric assessments as set out under section 107 of the *Children's and Young People (Safety) Act 2017* (CYPS Act).
- Current Senior First Aid must be held or obtained prior to commencement and maintained thereafter.
- Current Safe Environments Certificate is required and the employee must comply with relevant state legislation to support a child safe organisation.
- It is a requirement of the position to be accredited in Therapeutic Crisis Intervention within 6 months of commencing with Junction. Failure to successfully achieve accreditation within this 6 month period will result in the termination of employment.
- Holds a current unencumbered Australian Driver's Licence or equivalent, and is willing to drive.
- The position is required to work over 7 days a week, 24 hours a day including undertaking active nights and passive nights (sleepovers).

Selection Criteria

Education and Knowledge

- Certificate IV Community Services, Youth Work or equivalent - essential

Skills and Experience

- Sound understanding of and experience in working within established case management principles
- Sound communication and interpersonal skills to effectively engage and establish rapport with clients, staff and external agencies.
- Ability to prioritise workload, meet deadlines and work independently.
- Demonstrated understanding of appropriate responses to clients with behaviours that demonstrate high and complex needs.
- Ability to work in a team environment and collaboratively with internal and external stakeholders.