Position description

Therapeutic Support Manager

Intensive Therapeutic Care

Lifestyle Solutions requires proof of your legal entitlement to work in Australia. The following table sets out the relevant documents that are acceptable proof of legal entitlement to work in Australia.

Position	Therapeutic Support Manager (Child & Family Services) Intensive Therapeutic Care
Location	Newcastle NSW
Award/Agreement	○ Management Agreement ● Social, Community, Home Care and Disability Services Industry Award (MA000100) ○ Nurses Modern Industry Award (MA000034) ○ Supported Employment Services Industry Award (MA000103) ○ Other
Award Classification	Grade 5
Reporting Relationships	Reporting directly to the Operations Manager - ITC

Purpose

The focus and purpose of this role is creating a safe, home like environment which is based in local communities for Children and Young People who live in the Intensive Therapeutic Care Program. The Therapeutic Support Manager will ensure the coordination of all services at the Intensive Therapeutic Care Home site, guaranteeing the needs of the CYP are being met in consultation with relevant stakeholders.

The CYP may have a disability and/or have experienced complex trauma back grounds and as such have very complex and/or challenging needs. The Therapeutic Support Manager will enable our CYP to improve their quality of life, participation in the community ensuring service delivery is person centred and is based on a framework of strengths-based intervention and support This will be achieve by providing excellent support, supervision and management of the Therapeutic Support Workers (TSW) within the Intensive Therapeutic Care Program.

The Therapeutic Support Manager is responsible for approximately four young people who reside within the Intensive Therapeutic Care Program.

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Duties and Responsibilities

1. Support and Supervision of TSW team

The Therapeutic Support Manager is responsible to provide leadership and guidance to the TSWs within the Intensive Therapeutic Care team. This includes:

- Providing regular supervision and support to the TSW within the team, including implementing probation periods for new staff and annual performance reviews of team members ensuring consistent quality service is provided by all staff.
- Develop, implement and review comprehensive induction program for your houses and assist with Intensive Therapeutic Care Program induction.
- Identify, implement or facilitate ongoing training needs for your team members, including maintaining a training register via our learning and development team.
- Give guidance and support for the TSW ensuring they are meeting legislative and procedural requirements for the CYP in our care.
- Management of work performance of team members as needed or required, including assisting with the investigation of allegations, complaints and concerns raised in consultation with the Operations Manager and Senior Operations Manager.
- Assist the Therapeutic Specialist to conduct fortnightly Care Team Meetings.
- Give guidance and support to TSW in relation to the CYP we Support, including the implementation of care plans/ leaving care plans and goals and the work needing to be completed in relation to each CYP.
- Ensure all team members are completing all required documentation and tasks reflecting work completed, especially tasks which relate directly to a CYP case plans, futures planning and permanency planning.
- Ensure team members are following legislative and OOHC standard requirements.

2. Rostering

The Therapeutic Support Manager is responsible for managing and maintaining appropriate staffing levels at the houses you are responsible for this includes:

- Approval of time sheets for all TSW.
- Management of teams leave requests.
- Development, implementation and review of a house roster which is; reflective of the CYP care needs; within Award conditions and requirements; within budget allocation; Limited allocation of over time; with limited and only absolutely necessary use of agency staff.
- Identification of staffing gaps and assist the Operations in recruitment process for relevant team members.
- The Therapeutic Support Manager will be required to complete at least two rostered shifts per week. These hours are to be negotiated with the Operations Manager and form part of the ongoing staff roster.

- In an Emergency or when there has been a failure to identify available staff or agency to support a shift on the Roster it is an expectation that the Therapeutic Support Manager will attend this shift and complete shift in line with the TSW position description.

3. Case Plan / Future Planning Management

The Therapeutic Support Manager is responsible for coordinating and monitoring the implementation of case plan and leaving care plans for the CYP in consultation with Case Manager. This includes:

- Participate in case conferences and or other relevant meetings to ensure the needs of the CYP are being met. Ensuing staff understand how to best implement the plan and are working towards identified goals.
- Identified needs in all domains of care of the CYP. Ensuring all care needs of the CYP are represented in the Case plan/ leaving care plan.
- Ensure that rational for decisions, actions completed, new care needs identified in relation to the CYP is recorded by yourself and team in case notes or progress notes.
- Ensuring Services provided by you and your team are strength based, culturally appropriate, person centred, and trauma informed.
- Coordinate, delegate, guide and support the staff within the houses to develop, implement and review the goals in each CYP case plan/ futures planning.
- Be creative in finding out of the box solutions to best support the CYP.
- Ensuring you and your team keep the Case Manager updated on the implementation and progress of case plan/futures planning goals.
- Ensure you and your team case note in detail all correspondence, communication, appointments, action, or work completed in the development, implementation or review of a case plan/ futures planning process.
- Ensuring the implementation of assessed disclosure of information. Ensuring the privacy, dignity and personal information of the CYP is only disclosed to the appropriate person/organisation upon assessment of risk, need and legislated requirements.
- Making considered and important day to day decisions on behalf of the CYP which reflective of best practice and are in the best interest of the CYP. Liaising as needed with the Senior Manager, Community Services, Birth Family, Significant others, School, or other appropriate bodies or organisations to make informed decisions including where needed gaining consent as legally required.

4. Life story work

The Therapeutic Support Manager is responsible for coordinating the completion of life story work by the TSW in consultation with the Case Manager to help the CYP to develop a stronger sense of identify and self-esteem through learning about and assisting the CYP to accept their past. This includes:

- Ensuring TSW maintain accurate records of the CYP family (birth parents, siblings, relatives and/or significant others), back ground, culture, religious heritage, ethnicity, language, country of origin etc. and support they have provided to the CYP in these areas.
- Ensuring TSW collect, develop or maintain life story materials (for example Photos, birth certificate, drawing, letters, family tree / genogram, holidays, outing etc.) to help the CYP to understand why they came into care and to help the CYP to express feelings about this.
- To ensure staff are recording current life events to be captured as part of the CYP current Life story.
- To support a CYP during difficult conversations when completing Life story work. Encouraging the CYP to express and talk about their feelings when exploring happy, difficult, sad, uncomfortable or confronting memories.
- Identify additional supports that the CYP may require to support life story work including access counselling services etc.
- Life story work is the personal work of the CYP and consent must be obtain from the CYP to share this information.
- Encourage and support positive birth family and significant other relationships including the coordination and when require attendance at birth family contact.

5. CYP Rights in Care

The Therapeutic Support Manager is responsible for ensuring that you and all TSW uphold, are aware of, respect and implement the rights of the CYP. This includes:

- Providing regular training at team meetings on the OOHC standards and the rights of the CYP in our care
- Explaining and supporting the CYP to understand their rights and advocate for the CYP as needed.
- Case note / document in detail all communication or work completed in this process.
- Ensuring accurate and detailed files are kept and maintained at the house.

6. Referrals

The Therapeutic Support Manager is responsible to assist in the review of all referrals for any placements at the services they manage. This includes:

- Reviewing potential referrals for appropriateness of service including the completion of a matching process for the CYP being referred and the current CYP in placement, in consultation with the Therapeutic Specialist.
- Accepting or declining referral in consultation with the Senior Operations Manager and the Therapeutic Specialist.
- Development and implementation of a transition plan for accepted CYP.
- Case note in detail all communication or work completed in this process.

7. Professional Relationships

The Therapeutic Support Manager is responsible to maintain and hold professional relationships with all stakeholders, including but not limited to CYP we support, fellow staff with in LS, external agencies and government departments, networks, interagency, birth family and significant others for a CYP.

It is an expectation that relationships are to be respectful, maintain confidentiality and privacy, maintain appropriate boundaries, show dignity, respect people's rights, are supportive, provide a safe environment and provide consistency for the CYP we support.

8. Clinical, Case Managers and House Support

The Therapeutic Support Manager is responsible for working with the Clinical Team, Therapeutic Support Managers, Case Managers and TSW to get the best possible outcomes for the CYP with in our service. This includes:

- Development of routines, programs, protocols, strategies to best support the staff and the CYP in consultation with Therapeutic Specialist or Case Manager.
- Assist in the role modelling of positive and supportive interactions between staff and CYP.
- Assist in identifying with the TSW when clinical support is required, advocating with the clinician for the needs of the house.
- Assist in the development, review and implementation of Positive Behaviour Support Plans and approved Restricted Practices, including seeking approval for any restricted practices for the CYP and reporting any unauthorised restricted practices to the Therapeutic Specialist and Senior Operations Manager ensuring unauthorised practices are eliminated.
- Attend and participate in Restricted Practice Panel for CYP in your houses.
- Update the After-Hours team on a regular basis of any current issues or concerns.
- Identify any work or actions that the After-Hours Support Team have implemented and continue to progress any incomplete work, follow up and/or recommendations made or requested by the After-Hours Team.
- Daily review and actioning of incident reports and After Hour Support report logs

9. House

The Therapeutic Support Manager is responsible for day to day management of the Intensive Therapeutic Care Home; creating a home like environment that reflects the NSW OOHC standards, individual care needs, values, strengths, abilities, culture, personalities, and aspirations of the CYP who live there. This includes:

- Delegation of appropriate tasks to TSW to ensure the effective and efficient operation of the house.
- Support TSW in implementing daily living skills programs aiming to assist the CYP to develop into independent adults.

- Support social development and community-based programs which encourage access to local communities and participation in leisure, sport, recreational activities with community integration, peer interaction and involvement.
- Supporting the CYP to personalise their living space such bed rooms, general communal areas of the house, back yard etc.
- Ensure house and vehicles are well maintained, clean, tidy and hygienic
- Support and coordinate with the Property Manager/Fleet Manager repair and regular maintenance to the property, grounds and vehicle. This includes ensuring the completion of appropriate reports on property and vehicles.
- Report and arrange replacement of any damaged or broken furniture or general house hold items ensuring contents of house are well maintained and monitored.
- Identify, implement and monitor appropriate house office practices and equipment including ensuring all information/files are stored securely, IT equipment is well maintained, stationary is purchased etc.
- Ensure regular weekly House Meetings with the CYP at the house.
- Development, implementation and review of all house routines, chores, policies and procedures, tasks, communication aids such as diaries and communication books, staff sign in / out logs, etc.
- Expectation of 4/5 days House Coordinator are located at a house they are responsible for, providing an active presence at the house which is guiding, supportive and monitoring practices implemented at the House.

10. Complaint and Allegation Management

It is the responsibility of the Therapeutic Support Manager to manage complaints and responding immediately to allegations or concerns raised in consultation with senior manager and within LSS policy and procedure, ensuring all legislative requirements and reporting processes are under taken.

11. WHS

It is the responsibility of the Therapeutic Support Manager to identify, report and address all incidents or situations that may negatively impact the health, safety, wellbeing or reputation of the CYP we support, staff or the organisation in consultation with Senior Manager, WHS team, Return to Work Coordinator or People and Culture Team. This includes:

- Supporting TSW with WHS requirements and implementing organisations policies and procedure.
- Developing, implementing and reviewing house specific procedures to ensure the safety and wellbeing of staff, visitors and CYP.
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- Completion of WHS inspections forms or risk assessments on a monthly basis.

- Report immediately and support team through any work-related injury, illness, hazard identification and management.
- Implement corrective safety actions within area of responsibility in consultation with senior manager including ensuring effective communications of corrective actions and plans.
- Assist and support in the development, implementation and review of return to work plans.
- Ensure access to Personal Protective Equipment (PPE) for all staff and visitors at the house.

12. Finance

The Therapeutic Support Manager is responsible for financial accountably for the day to day operations. This includes:

- Managing and monitoring Petty Cash, ATM Card at House and House account, Pocket Money allocation and distribution, CYP Bank Account access and use of, purchase of groceries for house, CYP personal items, etc.
- Approving and comply with responsible financial expenditure within allocation financial delegation – up to $200.
- Authorising or requesting approval for purchase orders and requests to meet the needs of the CYP with in house.

13. General

The Therapeutic Support Manager is responsible for implementing the following and seeking additional information from supervisor if they are unclear about their responsibilities in relation to these items:

- Development, implementation and review/completion of all required documentation, action plans and managerial reports.
- Implementing and meeting all contractual requirements.
- Follow and implement/uphold LSS values and mission statements, demonstrating a commitment to best practice and positive outcomes for the CYP we support.
- Follow and implement all of LSS policies, procedures, guidelines, and protocols.
- Follow and implement LSS Code of Conduct, ensuring that you are at all times representing yourself and the organisation in a professional and appropriate manner.
- Follow and implement the Out of Home Care (OOHC) Standards.
- Follow all relevant legislation including but not limited to, Child and Young Persons (Care and Protection act), Privacy Act, Ombudsman Act, Child Protection Act (Working with Children). Ensuring the safety, wellbeing and protection of the CYP we support within our Intensive Therapeutic Care Home services, while implementing your responsibilities in relation to mandatory reporting.
- Follow all relevant legislation including but not limited to the Work Health and Safety Act ensuring all hazards and incidents are reported and acted upon as required. Dressing appropriately, ensuring you at all times wear enclosed shoes during working hours.

- Attend and contribute to team meetings, nominated interagency and/or networks.
- Attend and contribute to regular supervision.
- Attend and contribute to regular training as identified by supervisor.
- Participate and complete in a professional manner required administration tasks as needed and required for the effective running/coordination of the Intensive Therapeutic Care Home and its residents. Including but not limited to vehicle care, office tasks, diary and calendar use, communication book use, email, petty cash etc.
- Participate in and contribute to audits, continuous improvement, data collection and quality assurance processes as required.
- Complete all other tasks and duties as requested by Senior Manager or delegate.

Selection Criteria

Knowledge and Skills

Essential

- Relevant Management experience of CYP in OOHC who have a disability and/or with complex care needs due to trauma-based background.
- Minimum qualification of a Bachelor's Degree in a relevant field
- Experience managing staff who regularly face crisis situations in the course of their work.
- Knowledge and demonstrated experience to work within the relevant legislation, OOHC Standards, policies, and procedures.
- Capacity to apply culturally appropriate practices with Aboriginal and culturally and linguistically diverse communities
- Excellent oral and written communication and demonstrated administration skills and computer literacy
- Ability to work collaboratively as a member of a multidisciplinary teams and in partnership with other services, and to receive feedback and guidance
- Current drivers licence
- Willingness to work out of business hours.
- Working with Children Check

Desirable

- Demonstrated experience of working with people from Aboriginal and Culturally Linguistic diverse communities.

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Acknowledgement of receipt of Position Description

I, _____ have read and understood the responsibilities of my employment as Therapeutic Support Manager as outlined in this position description and accept these conditions.

Signed_____ Date_____

Return this page with your signed employment contract to

Lifestyle Solutions
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