

POSITION DESCRIPTION

Residential Care Worker – Residential Care and Transition Services

SERVICE STREAM	Family Services
LOCATION	Choose from list
CLASSIFICATION	Level 3 - 4 - Mercy Family Services Enterprise Agreement.
REPORTING RELATIONSHIP/S	Choose from list

OUR PURPOSE AND VALUES

Mercy Community Services supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community Services provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

POSITION PURPOSE

This role is responsible for working with children and/or young people placed within Mercy Family Services Residential programs, providing the daily care needs and ensuring that their physical and emotional wellbeing is maximised to assist them to reach their full potential.

KEY PERFORMANCE REQUIREMENTS

1. Mission, Vision & Values	<ul style="list-style-type: none"> • Execute the duties and functions of the role within the mission and values of Mercy Community Services. • Participate in mission formation programs and activities as required. • The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly. • Practice the Sanctuary® Model, in line with MCS values.
2. Service Delivery	<ul style="list-style-type: none"> • Using the applicable Model of Practice, service guidelines/frameworks, assist clients in achieving their goals as identified in relevant planning documentation developed in line with organisational procedures. • Work collaboratively with your line manager to identify client needs and deliver appropriate services within available resources, continually assessing effectiveness and responding to changing needs and dynamics. • Build and maintain trusting and meaningful working relationships with clients and relevant stakeholders. • Support and provide opportunities for life and personal skill development for clients by role modelling expected behaviours. • As directed, implement the daily house program, including activity planning, house meetings, external appointments and all other client and program needs. • Carry out household domestic duties in order to maintain a safe, clean, tidy and relaxed environment. • Identify and report any maintenance or resource requirements. • Inform House Coordinator on an ongoing basis of relevant residential issues, incidents and events that may impact on the workplace.

Approved By: General Manager: Families, Young People and Disability Services

Approval Date:	August 2017	Implementation Date:	August 2017	Review Date:	August 2019
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KEY PERFORMANCE REQUIREMENTS

	<ul style="list-style-type: none"> • Prioritise and manage tasks to ensure all client and program needs are met. • Contribute to a positive and effective team culture that is responsive to cultural diversity and equity. • Maintain confidentiality and provide effective service to both internal and external stakeholders from culturally diverse backgrounds. • Communicate effectively, both verbally and in writing, with a wide range of stakeholders in a professional and timely manner to promote positive working relationships. • Work as an effective team member in accordance with Mercy Community Services mission, purpose and values.
3. Documentation, Quality Systems & Continuous Improvement	<ul style="list-style-type: none"> • Ensure all participants reporting requirements are up to date, completed and closed in a timely manner. • Comply with all Mercy Community Services policy and procedures. • Perform duties in accordance with organisational requirements. • Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation. • Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the Child Protection Act. • Ensure documentation is created, stored and archived in line with MCS, licencing and quality assurance requirements. • Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved. • Obtain and maintain receipts for purchases made and process these in accordance with MCS policy and procedure. • Identify improvements to policy, procedures, work instructions, other organisational systems and the work environment. • Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required. • Assist with the monitoring of compliance with policy, procedures, work instructions, other organisational and legislative requirements. • Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.
4. Work Health & Safety	<ul style="list-style-type: none"> • While at work, you must; <ul style="list-style-type: none"> ○ Take reasonable care for your own health and safety; and ○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and ○ Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act; and ○ Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you; and • Whilst conducting work activities you must; <ul style="list-style-type: none"> ○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and

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KEY PERFORMANCE REQUIREMENTS

	<ul style="list-style-type: none"> ○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and ○ Attend safety meetings and inductions or training and participate in the safety program, ○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.
5. Other Duties	<ul style="list-style-type: none"> ● Work within a 24/7 rotating master roster, as rostered, to provide appropriate services for children/young people within all residential programs. ● Participate in staff development and team meetings. ● Engage in reflective practice and participate meaningfully in regular supervision sessions within MCS guidelines. ● Other duties as directed.

POSITION REQUIREMENTS

Required to have

Level 3

- Evidence of current enrolment in Certificate IV in Community Services (or higher) or related discipline with a commitment to completing the relevant qualification within 12 months from commencement, in addition to a minimum 1 year relevant experience/skills working with children/young people affected by trauma and disrupted attachment, or other relevant work/volunteer experience.

Level 4

- Cert IV in Community Services or related discipline in addition to a minimum 1 year relevant experience/skills working with children/young people affected by trauma and disrupted attachment; or
- Tertiary qualifications in Community Services or related discipline.

Both Classifications

- Demonstrated intermediate ability to use computer IT systems including MS Word and Excel.
- Queensland Provisional Green or above Driver's License.
- Senior First Aid Certificate.
- Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required.

Beneficial to have

- An understanding of Aboriginal and Torres Strait Islander peoples, cultures and societies and the issues which impact upon them in contemporary society together with a commitment to culturally appropriate engagement and practice.

KEY SELECTION CRITERIA

1.	Demonstrated ability to work unsupervised with vulnerable children/young people, providing guidance, supervision and support within the MCS framework.
2.	Demonstrated ability to be a positive role model with children/young people, including engaging with children and young people and building appropriate relationships.
3.	Demonstrated ability to work independently and within a multi-disciplinary team to achieve maximum positive outcomes for clients.
4.	Demonstrated interpersonal skills and the ability to produce clear, accurate and concise written case notes and reports, meeting pre-set timeframes.
5.	Willing and able to work within a Christian context and Mercy Community Services' mission, purpose and values.

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EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed: _____

Name (*please print*): _____

Date: _____

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