

POSITION DESCRIPTION

Position	House Manager, Residential Services		
Reports to	Team Leader		
Direct Reports	Therapeutic Residential Care Workers (Full Time, Part Time & Casual)		
Status	Ongoing	Time Fraction	Full time
Award	Full time (38 hrs p/wk)	Location	North

OUR VISION

Aboriginal self-determination – Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

POSITION SUMMARY

The House Manager, Residential Services will be responsible for overseeing the day to day running of the Residential Care placement. The position will be based within Melbourne's Metro north area.

The House Manager, Residential Services will engage with the children and young people to develop a nurturing, positive relationship and to assist each child to deal with their trauma-based responses to life in a way that promotes healing, emotional growth and development of positive attitudes and life skills.

KEY RELATIONSHIPS

Internal: Team Leader Residential Services, Senior Manager Residential Services, Senior Manager Case Management, House Managers, Cultural Support Workers, Education Workers, Therapeutic Residential Care workers, Therapeutic Specialists and Administration support

External: DFFH, Young Person's school and education staff, medical and health practitioners, legal representatives and other community organisations with whom the children are involved. HR, IT, Facilities, Maintenance Key Selection Criteria

KEY SELECTION CRITERIA

ESSENTIAL

- Demonstrated commitment and understanding for the values that underpin VACCA' vision and purpose
- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Demonstrated understanding in working with Aboriginal families and children
- Demonstrated ability to communicate in a clear, culturally appropriate and respectful way with a range of stakeholders including staff, Government and agency partners and clients
- High level organisational skills including time management and the ability to work as an effective team member
- Demonstrated experience in working and engaging with Aboriginal families and children/Demonstrated experience in child and family sector - A relevant qualification, in line with Residential Care minimum standards, and/or be willing to undertake relevant study.
- Sound knowledge and understanding of Aboriginal culture and values and the ability to effectively communicate with Aboriginal children and their families.
- A demonstrated ability to contribute to Aboriginal children's emotional, physical, psychological and cultural development.
- A proven ability to work with Aboriginal children with a range of complex and diverse needs. - An ability to respond therapeutically to Aboriginal children's pain-based behaviours indicating an understanding of the impact of trauma and disrupted attachment on children.
- Knowledge of the complexity and issues in the provision of Therapeutic Residential Care.
- Ability to build, lead and maintain a small team, as well as participating in larger teams
- Ability to provide supervision to staff and conduct staff appraisals.
- Sound organizational and planning skills.
- Ability to participate pro-actively and openly in the therapeutic team including the ability to give and receive feedback in a constructive, respectful manner.
- Well-developed oral and written skills and an ability to advocate for Aboriginal children
- Ability to work collaboratively with child protection workers, schools, police and Aboriginal and mainstream organizations

REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card.
- Current COVID-19 vaccination (Including booster dose, as applicable)

POSITION ACCOUNTABILITIES

CASE MANAGEMENT

- Ensure that the daily needs of the children are met using the Looking After Children framework, and in accordance with the Best Interests Case plan for each child.
- Ensure that the children are engaged with in a therapeutic manner in accordance with each child's Individual Therapeutic Treatment Plan
- Ensure involvement of the children in age-appropriate decision-making in relation to themselves and that they are fully aware of their rights
- Ensure that the household tasks are managed efficiently, and residential care staff maintain a professional practice

- Ensure the Case Manager, parents/family and statutory authorities are advised on any significant developments relating to the young person's care, safety and well-being - Ensure that residential care staff participate in Care Team Meetings regarding each child, and complete LAC records

STAFF

- Provide leadership and direction to staff in the group home
- Provide regular supervision and support to staff
- Ensure that the group home is adequately staffed at all times in accordance with the agency's therapeutic model
- Assist with the recruitment and orientation of new residential care staff
- Support staff following critical incidents
- Ensure staff complete all HR documents as needed e.g. timesheets, leave forms, and other applications
- Liaise with Director and Program Managers regarding any significant practice issues or potential disciplinary matters relating to residential care staff

MANAGEMENT/ADMINISTRATION

- Manage the staff roster of the Residential Home and report any difficulties with the roster to Team Leader, Residential Services
- Ensure compliance with the agency's policies and procedures
- Ensure all administrative requirements of the program are completed such as case notes, Incident Reports, car log sheets, handover sheets etc

TEAM PARTICIPATION /SUPPORT/TRAINING

- Facilitate regular house meetings for Residential staff
- Facilitate and assist staff to conduct daily meetings with the children
- Participate in VACCA Staff and Leadership meetings and any other meetings as requested
- Ensure new staff are inducted and receive training as required.

FIRE SAFETY AND OCCUPATIONAL HEALTH & SAFETY

- Be responsible for all staff completing and updating required DHS Fire Safety Training in a timely manner.
- Be fully aware of and ensure compliance with responsibilities and requirements of the OH&S legislation, regulations and policy and procedures as they relate to residential care.
- Report all hazards, incidents and injuries in accordance with the legislation and DFFH reporting requirements.
- Participate in programs and assessments to improve safety in the workplace.

QUALITY IMPROVEMENT PROCESSES

- Participate in the ongoing process of quality improvement by being familiar with the relevant CSO Registration Standards and working towards compliance of the standards, particularly for Out of Home Care.
- Actively participate in any evaluation of the Aboriginal Therapeutic Residential Care Program.
- Ensure Aboriginal culture is embedded throughout all aspects of the program to ensure cultural safety in all activities.
- To be responsible for maintaining and updating knowledge in relation to relevant legislation, policies, processes and templates, both internally and externally of the organisation.
- The incumbent is also responsible for guiding staff within their Program/s to embed these frameworks in to their practices.
- Ensure awareness and compliance by self and staff to Client Services policies, including cyber safety, substance abuse in out-of-home care, responding to children and young people with trauma related behaviour, responding to problem sexual behaviour, restraint and critical incidents.

RELATIONSHIP MANAGEMENT

- Proactively engage and build relationships across VACCA and with external stakeholders

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day to day work to meet the organisation's audit, contract and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

OTHER

- Participate proactively in team project initiatives
- Support other team members in periods of high demand and during periods of absence.
- Participate in project groups and attend events
- Undertake other duties as directed

ADDITIONAL INFORMATION

We are committed to Aboriginal self-determination and supporting strong, safe, thriving Aboriginal communities and aim to ensure every individual is treated with dignity, honouring all cultural backgrounds, abilities, ethnicities, sexual orientations, gender identities and spiritual beliefs.



VACCA is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement.

VACCA is an equal opportunity employer and has a smoke-free workplace policy.

This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) Identification (Tier 2) level which requires mandated MARAM Family Violence Screening & Identification training and responsibilities.