



Position Title: Therapeutic Residential Care Worker		Team: Residential Care		Region: Hume
Supervisor: Unit Supervisor	Delegations and Authorities: In Line with Delegations Policy	Band: (A-F) A	Date Completed: 25 September 2017	

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>	<p>Berry Street’s Residential Services offers accommodation and support to children and young people who are referred through the Child Protection system.</p> <p>Therapeutic Residential Care is intensive and time-limited care for a child or young person in statutory care that responds to the complex impacts of abuse, neglect and separation from family. This is achieved through the creation of positive, safe, healing relationships and experiences informed by a sound understanding of trauma, damaged attachment and development needs.</p> <p>The Therapeutic Residential Services Worker is required to participate in the day to day operation of the unit which includes responding to the young person’s emotional and functional needs, the development of their personal skills, all administrative requirements and household duties.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></p> <p><i>Courage:</i> To be the best we can be and to never give up</p> <p><i>Integrity:</i> Expect a personal and organisation commitment to honesty</p> <p><i>Respect:</i> Acknowledge the importance of each person’s heritage, traditions, identity, needs and aspirations</p> <p><i>Accountability:</i> Be responsible for our own actions</p> <p><i>Working Together:</i> Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<ul style="list-style-type: none"> • Ensure an environment that provides a sense of safety, structure, acceptance and security at all times for children and young people and for staff. • Through goal directed, planned and integrated therapeutic interventions use all interactions as opportunities for therapeutic gain and positive engagement. • Address the therapeutic needs of each child or young person with the TRC team. • Ensuring that the young people’s rights and interests are protected at all times and act as an effective role model. • Supporting the young people to maintain important links with their family of origin, friendship networks and the local community.
	REPORTING RELATIONSHIPS
	<p>This role is based at our Hume units. It is part of the broader Residential Services Team.</p> <p>This role reports to the Unit Supervisor who will provide supervision. This role has no direct reports and works in a team environment with other team members.</p>

KEY SELECTION CRITERIA

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<ul style="list-style-type: none"> • The ability to work collaboratively and effectively in a team to accomplish program goals. • Demonstrated capacity engaging children and young people and the ability to not only work with displays of emotional and behavioural dysregulation but to be able to understand the underlying causes behind this for example Trauma and Attachment effecting child development. • Ability to exhibit empathy for the young people in our care in an open minded and non-judgemental manner. • The capacity to advocate, engage and negotiate with relevant stakeholders including family and school/educational networks where appropriate. 	<ul style="list-style-type: none"> • Demonstrated understanding or willingness to learn appropriate legislation, policy and issues relating to children and young people involved with Child Protection and Youth Justice. • Highly-developed capacity for emotional self-regulation including the capacity to set and maintain consistent boundaries to provide safety, stability and consistency. • Excellent written and oral communication skills and the ability to adapt engagement and communication strategies according to the situation. • Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A recognised and relevant qualification in residential care. Berry Street recognises and delivers a Certificate IV in Child, Youth and Family Intervention. This is the minimum qualification required or higher level of qualifications such as a Diploma or Bachelor Degree in Social Work, Youth Work or substantial experience in working therapeutically with children and young people. • Staff must hold a valid WWCC and a current driver's licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. 	<ul style="list-style-type: none"> • The foundational and TRC specific stages of the mandatory staff training in trauma-informed care (With Care Training). • Demonstrated experience in the provision of care and support to young people in "out of home care".

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITY
Direct Service Delivery	<ul style="list-style-type: none"> • To participate in the day to day operation of the unit including performing household duties (cleaning, cooking, and involve the young people in household activities as appropriate). • Ensure that the young people are provided with a nutritionally balanced diet. • Provide and participate in appropriate recreational activities for and with the young people. • Support the young people to maintain important links with their family of origin, friendship networks and the local community. • To provide a high standard of emotional and physical care to the young people living in the unit, ensuring their safety and well being. • To be responsible for the communication of all relevant information about the children/young people in the unit to the appropriate people (other residential workers, case manager, department, support services etc.). • Have input to the implementation of the individual therapeutic treatment plans, LAC, crisis management plans and case plans. • To actively support the children and young people's integration into schools, employment or appropriate day programs or therapeutic programs that will meet their individual needs. • To provide the children and young people with access to regular recreational and leisure activities. • To liaise with counsellors, health workers, drug and alcohol agencies and other professionals involved in the children and young people's lives, as required. • To follow all plans that has been developed for the unit and young people and accept delegated responsibility for a particular function.
Administration	<ul style="list-style-type: none"> • To record accurately and appropriately all information and activities regarding the young people in their files. • Maintain accurate records such as communication book, diary, handover sheets, daily updates, etc, ensuring all relevant information is recorded. • To record all financial information accurately and maintain receipts. • To report via ERIN incidents without delay. • To notify the appropriate personnel (supervisor, manager, on call staff member, case worker) of incidents as they occur. • To ensure that a complete and signed handover is given to the incoming worker(s).
Other	<ul style="list-style-type: none"> • To maintain a high level of confidentiality regarding the young people's information and history and that of their family. • To abide by all policies determined by Berry Street. • To attend all relevant organisational meetings, and participate in supervision, all mandatory training and attend training if nominated to attend. • To ensure that duty of care is undertaken in a professional manner with due regards to relevant agency and Department of human Services policies. • Wear a duress alarm at all times while working in a Unit. • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.

CONDITIONS OF EMPLOYMENT

1. This is a casual position.
2. You will initially be employed in our Hume region. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. This is a rostered position and employees will be expected to work at any of the residential units Berry Street operates within the region. The position does involve evening, public holiday and weekend work, as well as sleepovers
4. The base salary for this position is at SCHCADS Level 1, Pay Point 1 (\$19.88) for Shadow Shifts, and once on a Casual Contract will be paid at either the unqualified rate SCHADS Level 2, Pay Point 1 (\$24.01) or qualified rate SCHADS Level 3, Pay Point 1 (\$26.95) plus 25% casual loading and any applicable penalties, under the Berry Street Victoria Enterprise Agreement.
5. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
6. The successful applicant will be required to undergo satisfactory pre-employment checks, including two professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identify, driver's licence and qualifications.
7. The successful applicant will initially be employed for a probationary period of three months. During this period, either party can terminate employment with one week's notice. A probationary review before three months will be undertaken.
8. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes.
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

ELEMENT	KEY ACTIVITY	FREQUENCY
Work Environment	<ul style="list-style-type: none"> • Manage demanding and changing workloads and competing priorities. • Work long shifts (up to 10 hours). • Work in a team environment and at times alone. • Wear personal protective equipment (e.g. rubber gloves, covered shoes) to provide protection from potential infectious and hazardous substances. • Undertake sleepover duties as the only staff member on duty. • Work in locations geographically separated from management. • Be exposed to all outdoor weather conditions. 	<p>Regular Daily Occasionally Occasionally</p> <p>Regular Occasionally Occasionally</p>
Manual Handling	Undertake manual handling (e.g.: lifting, pulling, pushing, moving, transferring, twisting, restraining, supporting) of equipment and clients which would be of varying weight and size.	Occasionally
People Contact	<ul style="list-style-type: none"> • Work with clients with an intellectual, physical, sensory disability. • Assist in personal and self care activities such as toileting, meals, dressing, and maintenance of personal hygiene. • Interact with members of the public who may display the full range of emotional expressions, including parents, family members, advocates, doctors. • Interact with clients who could display verbal or physically challenging behaviours and/or the full range of emotional expressions. • Support and participate with clients in recreational activities. • Use community resources with clients (e.g.: shops, banks, medical centres, cinemas). 	<p>Regular Daily</p> <p>Regular</p> <p>Regular</p> <p>Regular Regular</p>
General Tasks	Undertake general household duties which could include sweeping, dusting, shopping, mopping, vacuuming, laundering, gardening, cooking and food preparation.	Daily
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing tasks, participate in meetings, concentrate for long periods of time, and document money transactions.	Daily
Vehicles and other Equipment	<ul style="list-style-type: none"> • Drive vehicles (cars and mini buses) possibly over long distances and in all traffic and weather conditions. • Drive vehicles with possible distractions from client behaviour, verbal or physical. 	<p>Daily</p> <p>Regular</p>