



Position Title: Overnight Support Worker/ Lead Tenant		Team: Residential Care/ Lead Tenant		Region: Hume	
Supervisors: Night Unit Supervisor		Delegations and Authorities: In Line with Delegations Policy		Band: A	
				Date Completed: 12 December 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 & Lead Tenant Program offers accommodation and support to children and young people who are referred through the Child Protection system.</p> <p>This role is required to reside in our Lead Tenant unit 7 days a week rent free, and a contribution to utility bills. You will assist the young people to develop the skills to move on to more independent living situations for the future. As part of this role, you are required to be on call 4 nights per week as an Overnight Support Worker to assist the Residential Care Houses when required. This is to ensure Berry Street are able to respond to our young people in a timely manner and within the response times mandated by the Department of Health and Human Services (DHHS).</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person’s heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>	<ul style="list-style-type: none"> • The primary focus of the role is to: • Assist the young people to develop the skills to move on to more independent living situations • Provide young people ongoing support when transitioning into living independently • Collect young people from out in the community and return them to the residential unit where they live. • Assess risk and have good judgement. • Provide updates to On Call and relevant staff and write reports. • To give accurate information and feedback to the Case Manager of any issues relating either directly or indirectly to residents, the Agency or the Program. • Ensure the safety of the children and young people living in the home, following overnight safety plans. • Be responsive to any safety concerns.
	REPORTING RELATIONSHIPS
	<p>This role is based in our Hume Region, with a retainer (8 hours) per fortnight for potential recall and additional payment for hours worked in excess of this. It is part of the broader Residential Services Team.</p> <p>This role reports to the Night Supervisor who will provide supervision. This role has no direct reports and works in a team environment with other team members in the house but is also a member of the Night Team.</p>

KEY SELECTION CRITERIA

- The ability to work collaboratively and effectively in a team to accomplish program goals.
- A genuine desire and enthusiasm to provide support and care for children and young people. Empathy for the young people in our care, open mindedness, non-judgemental and understanding.
- Excellent communication skills. The ability to build rapport and engage with high risk young people of all cultural backgrounds who have experienced trauma and their families.
- Good written communication and comprehension skills – follow plans and express ideas and information clearly.
- Well-developed negotiation skills – able to explore alternatives and positions with young people who display strong emotions and challenging behaviours.
- Able to think clearly, calmly making decisions as required, often in a crisis.
- Capacity to acquire knowledge of legislation, policy and issues relating to children and young people involved with Child Protection and Youth Justice.
- Capacity to acquire knowledge and understanding of the developmental needs of children and young people, trauma and resulting emotional and behavioural issues.
- Demonstrated understanding of, and respect for, the needs of children with a disability; Aboriginal culture, including cultural safety and awareness; and cultural and linguistic diversity (CALD), including cultural safety for children from CALD backgrounds
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.

QUALIFICATIONS AND OTHER REQUIREMENTS

- Cert IV Community Services, or Cert IV Youth Work or equivalent (all staff are expected to have this qualification or complete it within their first 12 months of employment)
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

- Demonstrated experience in the provision of care and support to young people in “out of home care”.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<ul style="list-style-type: none"> Direct Service Delivery 	<ul style="list-style-type: none"> Reside in the Tenant Lead Unit 7 days a week encouraging the young people to contribute to their share of household chores, remain respectful to their co-tenants and engage in a productive lifestyle. Provide ongoing support to young people when transitioning into living independently, particularly in addressing certain areas of their life, i.e. reconnection with family and social networks, education/employment, health, mental health, recreational/social activities and building of life skills. Respond in a timely manner to phone calls during 'sleepover' shifts Immediately respond to requests to collect young people and bring them back to the house. Provide a high standard of emotional and physical care to the young people living in the unit, ensuring their safety and well-being. Engage with the children and young people in a caring manner, modelling appropriate behaviour towards them. 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 management plan, LAC, crisis management plans and case plans. Follow all plans that has been developed for the unit and young people. Provide a high standard of care to children and young people with the key focus of assisting children and young people to settle for bed time. Manage incidents and conflict with or between children and young people in accordance with Berry Streets expectations. Assist in the management of co and self-regulation with young people. Support and facilitate young people to feel connected and safe in the residential care unit. Support young people to keep themselves safe by discussing strategies with young people through incidental learning on a case by case basis and by following crisis management plans and the Overnight Safety Plan. Interact positively with the young people, to engage with them in a caring manner, modelling appropriate behaviour towards them. To provide accurate information and feedback to the Case Manager of any issues relating either directly or indirectly to residents, the Agency or the Program.
<p>Environment</p>	<ul style="list-style-type: none"> Assess safety of outreach location when picking up the young person (s) and determine the safest approach. Reside in the Tenant Lead Unit 7 days a week
<p>Administration</p>	<ul style="list-style-type: none"> 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.

	<ul style="list-style-type: none"> • Record all financial information accurately and maintain receipts. • Report via ERIN incidents without delay, or report and up line if you are unable to complete on time. • Notify the appropriate personnel (supervisor, manager, on call staff member, case worker) of incidents as they occur. • Ensure that a complete and signed handover is given to the incoming worker(s).
Human Resources	<ul style="list-style-type: none"> • Participate in and prepare for supervision. • Complete all mandatory training within the required timelines. • Have awareness of EAP availability. • Wear a duress alarm at all times when working in the unit.
Other	<ul style="list-style-type: none"> • Maintain a high level of confidentiality regarding the young people's information and history and that of their family. • Abide by all policies determined by Berry Street. • Attend all relevant organisational meetings. • Participate in supervision. • Attend all mandatory training and attend training if nominated to attend. • Ensure that duty of care is undertaken in a professional manner with due regards to relevant agency and Department of human Services policies. • 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. • Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. Please refer to our code of conduct for further information

CONDITIONS OF EMPLOYMENT

1. The Lead Tenant position is a voluntary role with no financial compensation. The Overnight Support Worker (4 nights per week) includes a retainer (8 hours) per fortnight for potential recall and additional payment for hours worked in excess of this.
2. This is a 7 day a week live in position in the Tenant Lead house. You will be on call 4 nights per week may be required to travel to our residential units. You will be required to work during evenings, public holiday and weekends.
3. You will 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.
4. The base salary for this position is based on the SCHADS Level 2 – 3 dependant on qualifications under the Berry Street's 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 2 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identify and qualifications.
7. The successful applicant will initially be employed for a probationary period of 5 months. During this period, either party can terminate employment with one week's notice.
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	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Daily
	Work office hours with the possibility of extended hours.	Regularly
	Work in an open plan office.	Could be daily
	Work in buildings which may be two-storey.	Could be daily
	Sit at a computer or in meetings for extended Periods.	Daily
	Present at court and other jurisdictions.	Occasionally
People Contact	Liase with government, non-government and community organisations.	Daily
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regularly
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regularly
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, writing reports, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regularly