

# THERAPEUTIC HOUSE COORDINATOR

## POSITION DESCRIPTION

### RESIDENTIAL CARE

### EASTERN REGION

**At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults.** Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

**So come and join us at Anglicare Victoria where there is a rewarding career ready for you** in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



## Position details

<b>Position</b>	Therapeutic House Coordinator
<b>Program</b>	Residential Services
<b>Classification</b>	<p>SCHADS Award Level 6 (Social Worker Class 3)</p> <p>Select a classification</p> <p>(Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)</p>
<b>Hours</b>	Full time (38 hours per week).
<b>Duration</b>	Ongoing
<b>Location</b>	Eastern Region (Outer)
<b>Reporting Relationship</b>	This position reports directly to the Senior Team Leader.
<b>Effective date</b>	May 2019

## Overview of program

The Anglicare Victoria residential program provides accommodation and support for children/young people aged 10 – 18 years requiring placement within a Residential Care setting.

The program operates as part of an integrated service response aimed at addressing protective issues, Court dispositions covered by the Children and Young Person's Act, issues of family conflict, or family and/or personal and developmental crises.

## Position Objectives

- Provide leadership, support and supervision to residential workers (skills coaches) and play a lead role in the creation of a positive therapeutic culture.
- Ensure that appropriate therapeutic interventions and responses are used to work with all children and young people in residential care that promote stability, development and long term planning.
- Play a pivotal role in ensuring that children and young people receive high quality culturally appropriate care, ensuring that the needs and vulnerabilities of young people are appropriately identified and addressed.
- Ensure that all Looking After Children (LAC) requirements are adhered too for all children and young people in residential care
- Work as part of a broader team to deliver high quality care to young people in residential care.

## Key responsibilities

The key responsibilities are as follows but are not limited to:

1.	<p><i>Provision of care and support to young people ensuring:</i></p> <ul style="list-style-type: none"> <li>• A nurturing, caring and supportive environment, ensuring the young person's vulnerabilities are identified and addressed in placement.</li> <li>• Sensitivity to the needs of young people with a culturally and Linguistically Diverse background.</li> <li>• Therapeutically informed support that is in best interest of the young person</li> <li>• Regular review and implementation of individual Plans in collaboration with the young person and other relevant parties to address any identified issues.</li> <li>• Development and maintenance of effective relationships with other agencies, services, networks and supports that exist in the community and using these to support, inform and create independence for the young people in the program.</li> <li>• A culturally competent and respectful work practice.</li> <li>• Treating young people with respect, and maintaining a high level of confidentiality at all times.</li> <li>• Immediate reporting of any safety concerns regarding a young person to the management team.</li> </ul>
2.	<p><i>Effectively overseeing day-to-day operations of the Residential House – including:</i></p> <ul style="list-style-type: none"> <li>• Ensuring that procedures relating to the house communication book, records of expenditure, reporting and recording of critical incidents, maintaining client files, and all other operational processes and procedures are followed.</li> <li>• Ensuring all LAC documentation is completed as per DHHS requirements.</li> <li>• Ensuring that the physical environment is maintained to a high standard that creates a sense of pride in the surroundings for residents. This includes undertaking appropriate cleaning, gardening and general tidiness tasks within the home on a regular basis.</li> <li>• Participating in a positive manner in any internal and external case conferences, planning and review processes, and other meetings as arranged.</li> </ul>


3.	<p><i>Leadership, Supervision &amp; Team Work:</i></p> <ul style="list-style-type: none"> <li>• Coordinate and contribute to the intake and assessment of children and young people entering residential care.</li> <li>• Have responsibility for the coordination and rostering of carers within the home which will include regular supervision and daily support.</li> <li>• Work cooperatively with other staff involved in the care and development of the child or young person in placement to ensure that routines, community activities, and behavioural expectations are consistently maintained.</li> <li>• Participate in ongoing program and service reviews.</li> </ul>
4.	<p><i>Occupational Health &amp; Safety Responsibilities:</i></p> <ul style="list-style-type: none"> <li>• Observe and actively support Anglicare Victoria's OH&amp;S policies and strategies.</li> <li>• Work in a safe manner to ensure that your acts or omissions do not affect adversely the health or safety of any other person.</li> <li>• Not wilfully interfere with or misuse items or facilities provided in the interests of health, safety and welfare of employees.</li> <li>• Follow the Anglicare Victoria Issue Resolution Procedure for the purpose of resolving issues affecting one's health, safety and welfare.</li> <li>• Complete Near Miss/Hazard/Injury Register Form when appropriate.</li> </ul>

## Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

### a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

 <p><b>Role Specific</b></p>	<ol style="list-style-type: none"> <li>1. Certificate IV in Child, Youth and Family Intervention (Residential and Out of Home Care). Alternatively a relevant tertiary qualification which is recognized under the Residential Care Workforce Training Initiative (see appendix 1), and a willingness to undertake top up training to meet the qualification requirements of the Certificate IV in Child, Youth and Family Intervention (Residential and Out of Home Care).</li> <li>2. Current First Aid Certificate.</li> <li>3. An understanding of trauma and how best to work with young people in Out of Home Care, and highly developed skills in managing the challenging and confronting behaviours that arise from this; in a calm and consistent manner and modelling this to staff.</li> <li>4. An ability to work flexibly to meet the challenging needs of young people.</li> <li>5. Well-developed supervision skills and demonstrated experience in staff management. Ability to provide strong leadership, direction and coaching to residential care staff.</li> <li>6. Ability to oversee all facets and requirements of the residential program as it relates to community, agency and government expectations and requirements.</li> </ol>
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## Key Selection Criteria (continued)

### b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two nominated capability groups; **Personal Qualities** and **Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

#### Personal Qualities



##### Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

##### Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

##### Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

#### Relationships and Outcomes



##### Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

##### Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

##### Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

#### Leading People



##### Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

##### Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

##### Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

## Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

## Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.



## Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.
- A current Victorian Driver's license is essential.

## Acceptance of Position Description requirements

To be signed upon appointment

### **Employee**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Appendix 1:

### Qualifications recognised under the Residential Care Workforce Training Initiative

Category	Qualification	Training required
<b>Preferred qualification</b>	Certificate IV in <i>Child, Youth and Family Intervention (Residential and out of home care)</i>	Meets minimum requirement; no further training needed
<b>Relevant qualifications</b>	<ul style="list-style-type: none"> <li>A University-level qualification in the following fields of study: <ul style="list-style-type: none"> <li>Community Services</li> <li>Youth Work</li> <li>Social Work</li> <li>Alcohol and Other Drugs</li> <li>Community Development</li> <li>Disability</li> <li>Youth Justice</li> <li>Mental Health</li> <li>Behavioural Sciences (inc. Psychology and Psychiatry)</li> <li>Education</li> <li>Human Services</li> <li>Nursing &amp; Midwifery</li> <li>Allied Health</li> </ul> </li> <li>Diploma in <i>Community Services</i></li> <li>Diploma in <i>Youth Work</i></li> <li>Diploma in <i>Mental Health</i></li> <li>Diploma in <i>Alcohol and Other Drugs</i></li> <li>Diploma in <i>Secure Services</i></li> <li>Diploma in <i>Child, Youth and Family Intervention</i></li> <li>Certificate IV in <i>Child, Youth and Family Intervention</i></li> <li>Certificate IV in <i>Disability</i></li> <li>Certificate IV in <i>Mental Health</i></li> <li>Certificate IV in <i>Youth Work</i></li> <li>Certificate IV in <i>Alcohol and Other Drugs</i></li> <li>Certificate IV in <i>Youth Justice</i></li> <li>Certificate IV in <i>Community Services</i></li> </ul>	Requires top-up training to meet minimum qualification
<b>Related qualifications</b>	<ul style="list-style-type: none"> <li>Certificate IV in <i>Community Development</i></li> <li>Diploma in <i>Community Development</i></li> <li>Diploma in <i>Youth Justice</i></li> </ul>	<p><b>Transition period</b> to 31 Dec 2017 Requires top-up training to meet minimum qualification</p> <p><b>Post-implementation</b> from 1 Jan 2018 Obtain either the Certificate IV in <i>Child, Youth and Family Intervention (Residential and out of home care)</i> or other relevant qualification with top-up training</p>