

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

Position details:

Position Title:	Residential Coordinator (Weekend) (BB)
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Community Services Worker
Level:	Level 4
Business Unit/Program:	Triple Care Farm Batemans Bay
Reports to:	Program Manager
Position purpose:	To provide leadership and direction in the coordination of the residential program; responsible for coordinating activities; including sport, recreation and leisure activities.

Position requirements (What are the key activities for the role?)

Key Result Area 1	Child and Youth Safe Practice
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>. • Comply with core responsibilities set out in the MA Child & Youth Safe policies, procedures and supporting documents to practice as required by the role. • Proactively raise concerns about any issues that affect the safety and wellbeing of 	<ul style="list-style-type: none"> • A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>. • Sound application of policy to child and youth safe practice is demonstrated. • Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.

children and young people engaging with MA services.	
Key Result Area 2	Staff Support & Supervision
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Lead, supervise and support the Youth Workers in to ensure the appropriate care, supervision and development of the student residents. • Ensure the cottages are managed in accordance with the approved policies and practices of Mission Australia and Triple Care Farm • Undertake supervision, support and encouragement of staff and monitor and give feedback on their performance. • Conduct staff performance appraisals, development reviews and initiate any training required for the ongoing professional development of staff. • Oversee professional training development needs of the residential team and encourage participation. As required oversee the induction of new residential staff ensuring the New Employee Induction Checklist is completed within the first month of employment. • Support residential workers to maintain acceptable standards of student conduct in accordance with the program’s established rules. Support residential workers to maintain accurate and concise written records, including Daily Progress Notes, Behaviour Records and forms required for the maintenance of TCF information systems. • Ensure the maintenance of Log and Communication Books as described in the Policy and Procedure Manual including the recording of incidents and events occurring on residential shifts. 	<ul style="list-style-type: none"> • Students in residential care are well supervised, cared for and developed at all times. • Cottages are well maintained and comply with all policies and practices of Mission Australia and Triple Care Farm. • Staff are supported in their roles and are given timely feedback in all cases. • Staff performance reviews are up to date and ongoing development opportunities are provided for staff. • Students comply with internal and external regulations within minimal non-compliance maintained. • Induction of new staff is completed in compliance with MA policy. All paperwork is signed off and filed in Administration. • Student non-compliance issues are identified and as necessary staff receive further training and support to better manage student behaviors. • Written records are accurate, concise and completed in a timely manner. • Log books are kept up to date at all times resulting in continuity of care and appropriate remedial action.
Key Result Area 3	Client Support & Supervision
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Establish positive working relationships with students, endeavoring to 	<ul style="list-style-type: none"> • Clients are supported in their progress towards targets with positive outcomes achieved.

<p>understand their behavior to influence positive attitudinal and behavior change.</p> <ul style="list-style-type: none"> • Monitor the progress of student residents towards the achievement of their casework goals and their movement through the three stages of the Triple Care Farm program. • Maintain acceptable standards of student conduct in accordance with the programs established rules. • Undertake investigations of alleged student misconduct through the preparation and submission factual reports. • Manage mental health and emotional issues through high vigilance of changes in student mood, dynamics and environment. • Monitor the conduct of weekend visits for families and carers. • Maintain high levels of awareness of student and group interactions and moods within the environment as weekends are high risk times for students returning from leave either intoxicated or in possession of illicit substances. • Ensure that the information contained in Case Formulations and Carer Contact Summaries is communicated to staff and that guidelines relating to family and support network contact are adhered to. • Working closely with the Education & Life Skills Trainer oversee the implementation of students' individual living skills plans within the residential cottages, ensuring they are supported towards the achievement of the goals identified in their Assessment of Daily Living Skills (ADLS) audit. • Ensure staff adhere to cottage menus that are nutritious and varied, and that the special dietary needs of individual students are met. All grocery and household products are ordered once per week. • Ensure that all cottages are maintained in a tidy and hygienic condition at all times. 	<ul style="list-style-type: none"> • Investigations are conducted in a thorough, timely and sensitive manner, and appropriately documented. • Young people are safely engaging in the program. • Access to appropriate clinical services and treatment is facilitated internally or through referral to Community Mental Health Services for assessment. • Young people are supported to stay connected with families and carers through weekend visits. • Returning clients and their belongings are thoroughly searched, and all behavioral anomalies noted and investigated. • Students needs and wishes in relation to contact with family and significant others are respected. • Students are supported in their progress towards achieving living skills targets; specific individual difficulties are communicated to the trainer in a timely manner. • All cottage menus are nutritional and meet the needs of all students. • Cottages are clean hygienic and tidy at all times. • Student incidents are addressed in an effective manner. • Student medications are kept secure at all times and administered appropriately in all cases.
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<ul style="list-style-type: none"> • Monitor the resolution of student complaints including arranging student interviews with the Program Manager as requested. • Ensure the safe storage and distribution of medications and the maintenance of essential medical records. 	
<p>Key Result Area 4</p>	<p>Program Support</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Coordinate the delivery of activities for young people across evenings. Including a variety of sport, recreation and leisure activities. • As required, liaise with the Case Coordinator and Residential Workers to ensure the maintenance of relevant records, case notes and reports on each of the students, especially those required for assessment of students applying for progression from one phase of the program to the next. • As required contribute to case planning-monitoring meetings with the Case Coordinator, to ensure the progress of individual students through their programs and towards the achievement of their goals. • Perform the role youth worker during the temporary absence of such a staff member on sick leave etc. • Any other duties as directed by Area Manager, Program Manager or Assistant Manager. 	<ul style="list-style-type: none"> • Young people are able to participate in a variety of sport, recreation and leisure activities. • Risk Management Action Plans and Safe Work Practices are developed and maintained for all activities. • Appropriate notes are kept for all students in line with required MA and external standards. • Active participation is made to planning-mentoring meetings. • Effective cover is provided across the cottages at all times including providing relief residential worker duties when needed. • Other duties are completed as directed.
<p>Key Result Area 5</p>	<p>Administration</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Ensure cottage furnishings, equipment and stores are maintained and used with due care. • Complete a range of reports and records. • Develop and maintain appropriate safety plans associated with all activities. • Monitor reports and other records completed by residential staff to ensure they are completed accurately and on time. 	<ul style="list-style-type: none"> • Cottages are well resourced at all times. • All reports are completed in a timely and accurate manner. • All activities have risk management action plans and safe work practices. • Staff reports are completed as needed and are accurate in all cases. • Residential files are maintained, with 100% audit compliance in all cases. • Petty cash is kept up to date and balanced.

<ul style="list-style-type: none"> • Maintain residential files in all three cottages and ensure that behaviour records, progress notes and medication sheets are up to date. • Ensure that all petty cash is accounted for and that relevant receipts are handed into administration. • Ensure that all vehicle log books are signed and dated correctly. • Ensuring that MyTime (payroll recordings) details are accurate. • Maintain awareness and observance of MA WHS Policies and Procedures within the residential team, ensuring hazards are identified, assessed and addressed. • As required carry out induction of new staff members, ensuring key tasks and responsibilities are clearly explained and understood and that induction checklists are completed and signed off. 	<ul style="list-style-type: none"> • All log books are completed and accurate. • Timesheets are well managed and submitted accurately and on time in all cases. • New staff are efficiently inducted into the service and all paperwork is completed and on file. • Understanding of Duty of Care, safety and security is reflected in practice with 100% compliance. • Quarterly Inspection Reports are completed and uploaded with 100% compliance.
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Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.

Work Health and Safety

Everyone is responsible for safety and must:

- Maintain a safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

Purpose and values

- Actively support Mission Australia's [purpose and values](#)
- Positively and constructively represent our organisation to external contacts at all opportunities
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times
- Operate in line with Mission Australia policies and practices (e.g. Financial, HR, etc.)
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#)
- Actively support Mission Australia's [Reconciliation Action Plan](#).

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Relevant degree or diploma in Youth Work or Social Sciences or at least three years proven experience in adolescent residential care
- Ability to lead, support & supervise staff
- Ability to work as part of a team
- Demonstrated sound interpersonal and communication skills
- Experience in case management of clients
- Demonstrated knowledge/understanding and experience in mental health.
- Demonstrated knowledge/understanding of substance misuse issues.
- Ability to liaise with Clinicians in relation to the supply & administration of medications.
- Ability to communicate with adolescents
- Understanding of duty of care and understanding of WHS requirements and responsibilities under state Legislation.
- Ability to organise rosters
- Computer literacy
- Apply First Aid Certificate

Key challenges of the role

- Managing challenging behaviours; applying appropriate boundaries and consequences where necessary, and assisting students to develop key skills in interpersonal relationships.

Compliance checks required

Working with Children Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Driver's Licence	<input checked="" type="checkbox"/>
Reasonable evidence of full vaccination against COVID-19	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

Approval

Manager name Helen Fuller, Area Manager

Approval date 15 June 2022