



CatholicCare
TASMANIA

Therapeutic Residential Care Residential Youth Worker

Program:	Therapeutic Residential Care
Location:	State-wide
Reports To:	Team Leader
Approved by:	Executive Manager Community, Family & Children's Services
Version:	July 2021
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee Level 3
Full Time Equivalent:	Full time/Part time/Casual
Clearances Required	Working with Vulnerable People registration (Tasmania); National Police Criminal History Check

Our Mission

CatholicCare engages to further the healing and saving mission of Jesus Christ in the world by conducting works that enable healing of the whole human person. We seek to enhance the human life of people by offering the full Christian vision for human life. CatholicCare seeks to foster a love for the poor and the vulnerable, a spirit of humble service, of mercy and compassion for all.

Our Values

Our values are informed by Catholic Social Teaching which provides a rich treasure of wisdom about building a just society and living our lives amidst the challenges of modern society:

- Respect for the life and dignity of every human person as created by God.
- Promotion of the family as the fundamental cell of society.
- Compassion and service.
- Mercy, the love of self and love of neighbor.
- Solidarity and fraternity in pursuit of the Common Good.
- Preference for the poor and the vulnerable.
- The dignity of work and the rights of the worker.
- Stewardship and care for God's Creation.
- Honesty, integrity and faithfulness.

Organisational Environment

CatholicCare Tasmania is the primary social services agency of the Catholic Church across Tasmania. We have 60 years' experience delivering a wide range of services and support to improve individual, family and community wellbeing. Our services are available open to all with a particular focus on families, young people and children.

CatholicCare is committed to safeguarding children and young persons in all programs, activities and recruitment. In its delivery of services to vulnerable persons, CatholicCare Tasmania requires the highest level of ethical and moral practice. This needs to be exemplary in the delivery of services to children, who constitute arguably, the most vulnerable group of all. Developing an organisational culture of respect and integrity will generate improvements in CatholicCare workers' (employee and volunteer) ability to safeguard children in their care.

CatholicCare has an absolute commitment to the protection of children and young persons from all forms of abuse and neglect. CatholicCare expects all workers, regardless of their organisational role or responsibility, to act to safeguard children from such harm by:

- Adopting the practices in the Behaviour Guidelines that are the standard when carrying out their duties.
- Reporting any instances of abuse or neglect of which they become aware to management and/or external authorities responsible for child protection or to the police, regardless of whether that abuse is being perpetrated by workers/personnel within the CatholicCare organisation, or by persons external to the organisation including those from the child's family, extended family, family networks or strangers.

Adherence to CatholicCare Tasmania's Safeguarding Children Principles and Children's Policy are mandatory for each worker and are issued to each worker at commencement. All workers must be committed to upholding the guidelines and policy to ensure that unsafe practices in these areas are minimised if not eliminated.

Position Context

The position will work as part of a team providing 24/7 support to young people within Therapeutic Residential Care. The worker will assist with the development and maintenance of a trauma-informed therapeutic environment which supports the identified needs of each young person. The worker will support the development of a learning community to assist with decreasing and minimising challenging behaviours, through the role modelling of expected behaviours and the sharing of anger management and conflict resolution strategies. The worker will also ensure that all situations and events will provide the opportunity for 'living-learning' experiences, supporting a young person to develop and enhance independent living skills at every opportunity.

CatholicCare Tasmania's Therapeutic Residential Care Service provides support to young people 12 years to 18 years referred by Child Protection Services, who require placement in a residential setting. It seeks to provide a healing environment and experiences for young people, which supports and assists them to overcome many of the challenges which they may have encountered in their life.

Objectives and Accountabilities

Interpersonal and communication style

- Create a harmonious and productive working environment by setting and adhering to high personal integrity and performance standards at all times.
- Act in a professional manner at all times when dealing with internal and external clients.
- Have a strong understanding of CatholicCare and positively promote the organisation.
- Provide prompt and courteous service to all clients and; including colleagues, other services and the community.
- Maintain confidentiality on all issues relating to clients, the organisation and other colleagues.
- Treat all clients with respect, dignity and equality, whilst being responsive to their needs.
- Work collaboratively with local and relevant community services.
- Develop strong relationships with external stakeholders, including the extended family and significant people in a young person's support network.
- Ensure that the Team Leader and Regional Coordinator is fully briefed on all matters relating to the care and well-being of each young person and the effective operations of the therapeutic residential house.
- Act to promote a friendly climate, good morale and cooperation within CatholicCare Tasmania.
- Sensitivity and sound judgment in dealing with confidential information and sometimes delicate situations.
- Ensure that behaviour role models appropriate ethical and behavioural standards.
- Resourcefulness and commitment to high performance standards and adapt to the ongoing development of agencies.
- Ability to communicate information effectively and appropriately to a wider audience in both written and verbal format.
- Demonstrated personal qualities of warmth, tolerance and discretion.

Professional / technical elements

- Demonstrate an understanding of the impact of trauma on the behaviours of young people in residential care.
- Demonstrate the ability to utilise current practices in therapeutic interventions for young people in residential care with regard to trauma and/or attachment-based issues.
- Support the participation of young people in all aspects of their Action plan and the operations of the house in which they reside.
- Support the participation of young people in education and living skills programmes.
- At all times promote positive interactions between and with young people residing in the house.
- Demonstrate an awareness of diverse cultural needs.
- Participate in the development and review of individual Action Plans, Outcome STAR, Behaviour Response Plans, Safety Plans and Therapeutic support.
- Support Key Workers by ensuring all aspects of a young person's Action Plan is followed.
- Participate in transition planning for all resident young people, this includes transition in and out of houses.
- Identify and actively seek opportunities for young people to develop skills required for independent living.
- Actively encourage young people to develop and maintain positive family and peer connections and relationships.
- Commitment to ensuring that all files, documents and records are maintained according to Agency policy and procedure and legislation.
- Respond appropriately to any crisis within a House, ensuring the safety and well-being of all individuals and as outlined CatholicCare policies and procedures.
- Participate in conducting general household tasks including shopping, cooking and cleaning.
- A level of physical activity is required for the role.
- Demonstrate competency in the use of current business technologies such as Microsoft Office applications, mobile phones and client/ service databases.
- Keep accurate financial record of petty cash expenses.
- Participate in shifts across a 24/7 roster.

People management or teamwork activities

- Actively engage and participate in both line management and clinical supervision on an individual and group basis.
- Actively participate in team meetings, staff general conferences, annual performance appraisals and professional development opportunities.
- Flexibility to respond and adapt to a demanding workplace and team environment.
- Provide positive role modelling to young people through interactions with colleagues and within the team.

Compliance requirements of quality control activities

- Participate in on-going programme evaluation and action research as appropriate.
- Maintain CatholicCare Tasmania's Quality Assurance processes and participate in any audits, either internal or external.
- Support the achievement of strategic and operational plans.
- Participate in partnership and feedback processes with other stakeholders as appropriate.
- Participate in and contribute to sharing business information and appropriate client service delivery outcomes.
- Provide ad hoc reports as requested to analyse or improve service delivery.
- Have a good understanding and knowledge of the Agency and programme's mission, objectives and core values.
- Demonstrate an understanding and knowledge of all relevant external legislation and internal policies and procedures that relate to the position and CatholicCare Tasmania.
- Participate in and contribute to Quality Improvement processes and other activities to meet Service and Out National Out of Home Care Standards.

Personal accountability level

- Promote and uphold the Identity and Mission of the Archdiocese of Hobart and the Vision, Mission and Values of CatholicCare Tasmania.
- Effectively model CatholicCare Tasmania values to staff, clients and others.
- Uphold the Archdiocese of Hobart Workplace Behaviour Policy and professional standards in accordance with Integrity in the Service of the Church.

The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications, and experience normally expected from persons occupying jobs at this classification level.

Risk and Work Health & Safety

The Archdiocese is committed to ensuring that our operations at all Agencies are conducted with proper regard for health, safety and wellbeing of all.

You are required to observe safe work practices in accordance with training and instruction given and report any risk to your immediate supervisor. Risks arising in the workplace may be financial, site, task or person specific or related to safety.

All employees of the Archdiocese of Hobart will conduct themselves responsibly with proper respect for established rules and procedures and they will consistently perform their jobs with proper regard for the health and safety of others.

You must promote and implement work health and safety and risk mitigation processes within your own workgroup. Identify, report and where appropriate action risks/hazards in order to eliminate or mitigate against the risk occurring.

The Archdiocese of Hobart expect all employees to participate in and contribute to Work Health and Safety activities, including participation in the consultative processes provided by the organisation, to ensure a safe work environment for clients, our community, employees and visitors.

Key Communications Linkages

- This position reports directly to the Team Leader and Regional Coordinator.
- This position takes guidance from the Key Worker regarding the tasks to be undertaken which support a young person's individual Action Plan.
- This position receives therapeutic support to ensure the development and maintenance of a therapeutic environment for each young person.
- This position will liaise with Child Protection Case Managers, as appropriate and when required.
- This position will liaise with extended family and significant others in a young person's life, as appropriate.

Selection Criteria

1. Commitment to the mission and values of CatholicCare Tasmania as informed by the Archbishop's Charter; and a broad understanding of the operation of the Catholic Church in Tasmania.
2. Experience of working with young people who present with challenging behaviours, and the ability to implement non-punitive strategies when responding to these behaviours.
3. Demonstrated understanding of trauma informed practice and provision of a therapeutic environment for young people.
4. Well-developed interpersonal and communication skills which include the ability to negotiate, liaise and consult with young people, colleagues and other service providers.
5. Demonstrated flexibility to work according to young people's needs and the ability to participate in a 24/7 roster.

6. Possess a sound knowledge of relevant statutory requirements, including Mandatory Reporting, Workplace Health and Safety, Duty of Care, Privacy and Confidentiality, Children, Young People and their Families Act and Anti-discrimination legislation.

Essential Requirements	
Qualification requirements	<p>Certificate IV in Community Services or Youth Work (or ability to attain if permanently employed), or equivalent experience (desirable).</p> <p>Provide First Aid Certificate, or ability to attain a Provide First Aid certificate within 3 months of commencement of employment, to be renewed every three years. Employees who have completed Provide First Aid training will receive a first aid allowance.</p>
National Police Criminal History Check	Satisfactory national police check, to be completed on a 3 yearly basis from commencement. Crimes involving violence, aggression, drugs, fraud, dishonesty, and excessive motor vehicle related offences would be cause for discontinuance of employment.
Working with Vulnerable People registration	Must maintain current and valid Working with Vulnerable People registration; and must carry evidence of this at all times.
Drivers Licence	Maintaining a valid and current Tasmanian driver's licence is a requirement of this role.
Vaccination Status	Evidence of current vaccination against COVID-19