Position Description

Title	Support Worker
Business unit	Youth Residential Services
Location	East Metro – Ashburton, Ashwood, Box Hill & Glen Waverley
Employment type	Part time & Casual
Reports to	Team Leader

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the North, Mallacoota in East Gippsland, the Wimmera region in the West, and across Tasmania.

We empower children, young people and families to learn and thrive. We are there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We are proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Residential Care Worker provides high quality care and support within a 24-hour residential setting to children and young people who can no longer live with their families.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Child, youth & families residential staff
- Support staff

External

- Clients and their families
- Government funding bodies

4. Key responsibility areas

Service delivery

- Be the primary carer responsible for the young people
- Ensure young people's rights and interests are protected at all times
- Demonstrate respect for young people at all times
- Demonstrate empathy and resilience
- Identify needs and assist in the design and implementation of plans for each young person
- Ensure the duty of care is undertaken in a professional manner with due regard to relevant Uniting and Department of Health and Human Services policies and procedures
- Maintain a high standard of supportive and therapeutic care to meet the physical, emotional and social needs of the young people, ensuring their safety and wellbeing
- Be an effective and appropriate role model for the young people in areas such as developing and maintaining relationships, conflict resolution, goal setting and completing tasks
- Able to work a variety of different shifts including sleepovers

Communication

- Actively listen and ask appropriate questions when working with young people
- Speak politely and explain issues clearly to young people
- Communicate appropriately and professionally with young people

Teamwork

- Maintain and understand own role in achieving organisational mission
- Follow work plans and prioritise key tasks
- Openly share information, participate and contribute to team discussions
- Value diversity in teams and support team members

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Identify opportunities to integrate and work collaboratively across teams
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position

5. Person specification

Qualifications

- Certificate IV in Child, Youth and Family Intervention (completed or undertaking); or other relevant recognised qualification
- On employment (if not completed) you will be required to complete four mandatory units of competency:
  - CHCMHS007 – Work effectively in trauma informed care
  - CHCPRT009 – Provide primary residential care
  - CHCCCS009 – Facilitate responsible behaviour
  - CHCPRT010 – Work with children and young people with complex trauma and attachment issues and needs
- Current valid driver's licence
- Current first aid level 2 (including CPR)

Experience

- Experience in the residential and community services field and in the provision of care and support to children in 'out of home care' is desirable
- Experience and demonstrated ability to work with young people who have experienced past trauma and abuse which may manifest in behavioural difficulties is desirable

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Teamwork:** willing to be proactive and help others, and contribute to the continuous improvement of a positive, collaborative and effective work environment
- **Results focus:** focused on optimal outcomes for clients
- **Professionalism:** executes day-to-day activities in a positive, friendly and enthusiastic manner
- **Culturally aware:** positively utilises and values diversity as a strength
- **Client focused:** prioritises the needs of clients
- **Communication:** clear and effective communication skills

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working with Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.