

Position Description

Title	Senior Residential Support Worker
Business Unit	Youth Residential Services, South & East Victoria
Location	East, South & Gippsland
Employment type	Part Time
Reports to	Team Leader, Residential Care

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've 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're 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're 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 Senior Residential Support Worker provides high quality, person-centred care and support to young people in residential care, ensuring care is in accordance with Residential Care Guidelines and legislative requirements.

The position aims to support the complex day to day care and safety needs of young people in a residential care placement. The position works within a trauma informed framework to guide the understanding of young people's individual presentation and inform the care response to maintain connected, responsive support and healing for all young people.

In addition to working directly with young people, the position supports the Team Leader Residential Care, including responsibility for the supervision and support of Residential Support Workers.

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2. Scope

Budget: Nil

People: Youth Residential Workers

3. Relationships

Internal

- Consumers, their families and advocates
- Senior Program Management
- Uniting employees, volunteers & contractors
- Uniting Corporate, Support Services and Mission divisions

External

- Child Protection
 - Other Community Service Organisations providing family services, health and welfare services
 - Other organisations supporting consumers
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4. Key responsibility areas

Service delivery

- Support the complex day to day care and safety needs of young people in a residential care placement.
- Ensure service delivery is consistent with the Best Interest Framework and that the best outcomes are achieved for young people in care
- Identify the individual needs of young people and assist in the design and implementation of care plans for each young person
- Ensure the duty of care is undertaken in a professional manner with due regard to relevant Uniting and DFFH 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
- Implement and contribute to the further development of organisational practice models and established work procedures and ensure compliance with relevant legislation
- Participate in relevant service networks and work in partnership with other agencies and funding bodies to continually improve and develop quality services.
- Other duties as directed

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| Service planning | <ul style="list-style-type: none"> • Under the direction of the Team Leader, contribute to the development, implementation and review of all relevant consumer plans e.g. care plans, behaviour support plans. • Contribute to team planning, service planning, work process improvements and day to day administration. • Identify areas of improvement regarding client need and house matters. • Work with the Team Leader to identify options for improving work processes. |
| Administration | <ul style="list-style-type: none"> • Ensure accurate and up to date client records are maintained in a confidential and professional manner including progress notes, case notes, etc. • Complete accurate and timely reports for management as required • Provide feedback to team leaders and senior management on any issues that may arise requiring their attention. |
| People and teams | <ul style="list-style-type: none"> • Establish, lead, coach and inspire an engaged and productive team • Lead the team in leading practices and effective process governance • Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision. • Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships • Promote and maintain a positive, respectful and enthusiastic work environment • Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values. |
| Legal requirements & risk management | <ul style="list-style-type: none"> • Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety) • Foster a culture where risks are identified and appropriately managed • Report areas of serious risk to next level supervisor and work together to mitigate those risks. |
| Personal accountability | <ul style="list-style-type: none"> • 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. |

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- 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 & Family Intervention or a recognised relevant equivalent qualification – Essential
- Tertiary qualification in community services - Desirable

Experience

- Previous experience working directly with young people in care - Essential
- Experience in the management of teams providing direct service delivery to consumers
- Demonstrated ability to set priorities, meet deadlines, work with minimal supervision and under pressure
- Ability to problem solve and effectively give and receive feedback

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values respect the uniqueness and value of every individual; establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability
- **Consumer Centeredness** – foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers
- **Leadership** – Strong leadership and management skills and knowledge within a complex service delivery environment; ability to build strong, high functioning teams aligned to the organisational values and goals, particularly those related to consumer-centredness; role modelling expected behaviour; strong ability to establish credibility with staff and inspire a shared vision
- **Stakeholder Relationships** – Strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to sustain positive, collaborative and effective relationships; promotes harmony and consensus through diplomatic handling of disagreements; builds trust through consistent actions, values and communication.
- **Teamwork:** cooperates and works well with others in pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within the group; willingness to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment
- **Communication:** Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills

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- **Problem-solving** – proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment

Other Requirements

- Legal eligibility to work in Australia
- Current Australian Driver's License
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current working with Children Check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

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 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.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

	Employee	Manager
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>