

## Position Description – Relief Residential Care Worker

<b>Position Title</b>	Relief Residential Care Worker
<b>Department</b>	Residential Services
<b>Responsible To</b>	Residential Coordinator (as per house)
<b>Responsible For</b>	Nil
<b>Classification</b>	Level 3 – Social, Community, Home Care & Disability Services Industry Award 2010
<b>Employment Status</b>	Casual
<b>Last Updated</b>	July 2018
<b>Approved By</b>	Managing Director (Residential) & Managing Director (Therapeutic)

### Organisational Context

YLO (Residential Care Services) provides residential care and support services to children and young people placed under the care and protection of the Department of Child Safety, Youth and Women across South East and South West Queensland. The nature of our business requires residential care and support services to be provided 24 hours per day, 7 days per week, 365 days per year.

YLO (Residential Care Services) Head Office and base of operations is located in Underwood with residential services currently provided throughout the Gold Coast, Cleveland, Logan, Ipswich and Toowoomba regions.

Our vision is to provide restorative experiences of care for children and young people that promote recovery, development and growth to maximise their potential for success and future lifestyle options.

#### **“Lifestyle Pathways, Lifestyle Choices, Lifestyle Options”**

YLO (Residential Care Services) operates under a therapeutic model of care. Therapeutic residential care moves beyond the basic provision of daily care and support and aims to bring about goal-directed and clinically significant change within the lives of children and young people. Therapeutic residential care provides reparative learning experiences within daily life, where each moment brings about opportunities for learning, development and growth.

Within YLO (Residential Care Services) residential care programs, children and young people are able to overcome their trauma and identify pathways for their lives, gain responsibility for choices in their lives, which in turn create options for success.

### Position Context

The position of **Relief Residential Care Worker** works on an as and when required / available basis, to assist children and young people through the use of goals, plans and programmatic approaches to overcome difficulties and progress towards a successful future. The Relief Residential Care Worker is supported by the relevant house Coordinator, management, and a larger stakeholder group in a combined effort to effectively support the child or young person.

YLO (Residential Care Services) provides residential and support services to children and young people who are considered to have complex or at-risk needs. Due to this, the children and young people placed in our service are highly active and frequently exhibit challenging behaviours. These behaviours can vary between individual clients but typically include physical and verbal aggression, threats, absconding, self-harm, property damage, defiance, and anti-social behaviours. It is therefore paramount that the Residential Care Worker possesses the skills, capacity, knowledge, resilience, and confidence to intervene in and manage such challenging behaviour as appropriate. It is also important that the Residential Care Worker utilises self-care and self-awareness within their work with children and young people, and that they are always evaluating and reflecting on their practice. This will reduce the risk of vicarious trauma and burnout.

Relief Residential Care Workers must possess the ability to attend to the child or young person’s daily care needs including nutrition, hygiene and transportation and be able to provide therapeutic guidance as facilitated by the Residential Coordinator and Senior Practitioner (Clinical) as necessary. Residential Care Workers are expected to be able to work with the full range of clients placed within YLO (Residential Care Services) service including male and female genders and age ranges from 6 – 17 years.

Relief Residential Care Workers will predominately be contacted to undertake work on an as and when required / available basis however, there may be occasion where they may be placed on the roster to assist with covering extended periods of support including to cover Residential Care Worker leave periods.

Residential facilities generally accommodate up to two (2) children or young people.

### Position Summary

This position of **Relief Residential Care Worker** exists to:

- Ensure an environment of safety and for potential growth is provided to children and young people.
- Attend to the daily care needs of children and young people.
- Assist children and young people to recognise their potential and achieve their desired goals.
- Provide an environment conducive to therapeutic growth and self-actualisation.
- Uphold and promote YLO's therapeutic model of residential care; and
- Actively contribute to the growth and success of YLO (Residential Care Services) by supporting continuous improvement and effectively participating as a member of the YLO (Residential Care Services) team.

### Functional Relationships

External	Internal
<ul style="list-style-type: none"> <li>• Schools</li> <li>• Emergency Services</li> </ul>	<ul style="list-style-type: none"> <li>• Residential Coordinator</li> </ul>

<ul style="list-style-type: none"> <li>• Department of Communities, Child Safety and Disability Services (as directed)</li> <li>• Community agencies</li> <li>• Family and relatives (as directed)</li> </ul>	<ul style="list-style-type: none"> <li>• Residential Care team including permanent part-time and casual employees</li> <li>• Senior Practitioner (Clinical)</li> <li>• Management</li> <li>• Administration staff</li> <li>• Clients</li> </ul>
---	---

### Key Result Areas (KRAs)

The position of **Relief Residential Care Worker** undertakes the following major functions:

- Daily Care
- Therapeutic Support
- Team Work
- Administration
- Corporate Contribution

Position Holder is Accountable For	Position Holder is Successful When
<p><b>KRA 1 – Daily Care</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Providing therapeutic parenting, supervision and support to children and young people placed within a residential or support service facility.</li> <li><input type="checkbox"/> Attending to the children and young people’s hygiene, health, nutrition, and daily living needs</li> <li><input type="checkbox"/> Ensuring that the safety and protection of the children and young people in the service are upheld by maintaining a clean and safe living environment.</li> <li><input type="checkbox"/> Assisting children and young people to develop their skills and achieve their goals.</li> <li><input type="checkbox"/> Supporting and advocating for children and young people to progress and move towards success; and</li> <li><input type="checkbox"/> Transporting and supporting children and young people to and in various activities or appointments that are important to their development and growth.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Demonstration of an understanding of therapeutic parenting and witnessed in their work with the children and young people.</li> <li><input type="checkbox"/> Children and young people remain safe, and the Statement of Standards are upheld.</li> <li><input type="checkbox"/> Promotion of health, hygiene and daily living needs are clearly observed.</li> <li><input type="checkbox"/> Clean and safe residential environments are observed during and after completion of shifts</li> <li><input type="checkbox"/> Proactivity and promotion of learning is occurring.</li> <li><input type="checkbox"/> The child or young person’s Placement Support &amp; Goal Plan is followed.</li> <li><input type="checkbox"/> Children and young people are attending appointments and activities; and</li> <li><input type="checkbox"/> Proactivity and pre-planning of shift activities is evident.</li> </ul>
<p><b>KRA 2 – Therapeutic Support</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Providing care to children and young people grounded in an understanding of trauma and attachment.</li> <li><input type="checkbox"/> Ensuring effective and appropriate role modelling and providing appropriate use of boundaries,</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Demonstration of an understanding of trauma and attachment in their work with the children and young people.</li> <li><input type="checkbox"/> Demonstration of appropriate parental /caregiver role modelling.</li> </ul>

Position Holder is Accountable For	Position Holder is Successful When
<p>structure, choice, and natural outcomes to support children and young people to learn from their experiences and choose appropriate methods of meeting needs.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Upholding behavioural support and therapeutic intervention plans and supporting children and young people’s emotional and psychological growth as determined by their therapeutic team</li> <li><input type="checkbox"/> Recognising that all situations provide an opportunity of learning and growth and creating an environment that facilitates learning, growth, and change.</li> <li><input type="checkbox"/> Affecting active listening, validation and problem solving to support children and young people to reach conclusions and decisions that are appropriate for their immediate and long-term future.</li> <li><input type="checkbox"/> Remaining calm and responsive during times of crisis and upholding all crisis and risk management plans and responses; and</li> <li><input type="checkbox"/> Responding to the underlying need that is producing difficult and challenging behaviour, thereby responding to the need while addressing the behaviour.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Appropriate boundaries are observed within the maintenance of the structured environment with a focus on choices and responsibility.</li> <li><input type="checkbox"/> The child or young person’s behavioural support and therapeutic intervention plans are followed.</li> <li><input type="checkbox"/> Emphasis on teaching and learning is observed.</li> <li><input type="checkbox"/> Supporting the child or young person in development of skills.</li> <li><input type="checkbox"/> The child or young person’s behavioural support and therapeutic intervention plans are followed.</li> <li><input type="checkbox"/> Evidence of skill and use of appropriate responses is applied during times of crisis; and</li> <li><input type="checkbox"/> The child or young person’s behavioural support and therapeutic intervention plans are followed</li> </ul>
<p><b>KRA 3 – Team Work</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Providing support to the core Residential Care team by following processes as defined within each Residential House.</li> <li><input type="checkbox"/> Actively supporting members of the team and working together in a professional and unified approach towards meeting the needs of the child and young person.</li> <li><input type="checkbox"/> Following directions that are provided for the benefit of the care team and the needs of the child and young person; and</li> <li><input type="checkbox"/> Using discipline specific knowledge and policies and procedures in day-to-day practice and seeking advice on non-routine issues from the Line Manager or management team as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Demonstration of adherence to processes as defined within each Residential House.</li> <li><input type="checkbox"/> Following residential routines, guidelines, and expectations to ensure consistency of care.</li> <li><input type="checkbox"/> Positive and goal focused teams are created and maintained.</li> <li><input type="checkbox"/> Planning documents are followed.</li> <li><input type="checkbox"/> Directions provided by the Line Manager or management team are followed; and</li> <li><input type="checkbox"/> Policy, procedures, and client specific plans are followed, and advice sought as required.</li> </ul>
<p><b>KRA 4 – Administration</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Providing support to the core Residential Care team by following processes as defined within each Residential House.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Demonstration of adherence to processes as defined within each Residential House.</li> </ul>

Position Holder is Accountable For	Position Holder is Successful When
<ul style="list-style-type: none"> <li><input type="checkbox"/> Accurately and appropriately recording all information and activities regarding children and young people in placement</li> <li><input type="checkbox"/> Maintaining accurate records including handover sheets, diary, communication book and ensuring all relevant information is recorded.</li> <li><input type="checkbox"/> Recording all financial information accurately and maintaining receipts.</li> <li><input type="checkbox"/> Reporting all Critical Incidents as soon as possible both verbally and in writing.</li> <li><input type="checkbox"/> Ensuring that a complete and thorough handover is provided to an incoming worker.</li> <li><input type="checkbox"/> Maintaining Apply First Aid Certificate and CPR requirements.</li> <li><input type="checkbox"/> Maintaining roadworthy vehicle and comprehensive insurance; and</li> <li><input type="checkbox"/> Maintaining blue card and suitability requirements.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Daily Progress Reports are completed adequately and accurately and submitted within established timeframes.</li> <li><input type="checkbox"/> Documentation is maintained as per policy and procedures.</li> <li><input type="checkbox"/> Petty Cash records are maintained.</li> <li><input type="checkbox"/> Critical Incident Reporting procedures are followed – specifically Reports are completed and submitted within timeframes.</li> <li><input type="checkbox"/> Information is provided to relevant persons as required.</li> <li><input type="checkbox"/> Valid certificates are on personnel file.</li> <li><input type="checkbox"/> Valid and up-to-date documents are on file; and</li> <li><input type="checkbox"/> Valid and up-to-date records are on personnel file.</li> </ul>
<p><b>KRA 5 – Corporate Contribution</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Supporting the growth and success of the company in advocating for children and young people;</li> <li><input type="checkbox"/> Serving as a role model to others and maintaining consistent personal performance, presentation and behaviour that aligns to YLO (Residential Care Services) standards;</li> <li><input type="checkbox"/> Performing as an effective team member, contributing to team goals and creating an environment of openness, trust, respect and learning;</li> <li><input type="checkbox"/> Actively developing and promoting a positive work culture within YLO (Residential Care Services) by ensuring all interactions, documentation and communications are conducted in a manner that supports the company’s Vision, Mission and Values.</li> <li><input type="checkbox"/> Upholding at all times the Standards of Care, and YLO (Residential Care Services) Code of Conduct and all policies and procedures including OH&amp;S requirements;</li> <li><input type="checkbox"/> Actively participating in Supervision and other learning and development opportunities, internal and external, to foster professional development and attending all relevant organisational meetings and mandatory trainings within specified timeframes;</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Contribution to the growth and success of the company is effective and of value;</li> <li><input type="checkbox"/> Corporate responsibilities and requirements are adhered to;</li> <li><input type="checkbox"/> Actively working as an effective team member is noted i.e. attendance at team meetings;</li> <li><input type="checkbox"/> No complaints;</li> <li><input type="checkbox"/> Evidence of contribution towards creating a positive work culture within the organisation is noted;</li> <li><input type="checkbox"/> No complaints;</li> <li><input type="checkbox"/> Code of Conduct is adhered to;</li> <li><input type="checkbox"/> OH&amp;S requirements are adhered to;</li> <li><input type="checkbox"/> Attendance at Supervision and Professional development is occurring.</li> </ul>

Position Holder is Accountable For	Position Holder is Successful When
<ul style="list-style-type: none"> <li><input type="checkbox"/> Maintaining a high level of confidentiality regarding corporate information and the children and young people’s history and information; and</li> <li><input type="checkbox"/> Undertaking other duties as directed.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Confidentiality is maintained at all times; and</li> <li><input type="checkbox"/> Other duties are undertaken as directed as and when required.</li> </ul>

**Note: The precise performance measures for this position will need further discussion between the position holder and line manager as part of the performance development & review process.**

### OH&S Obligations

As an employee of YLO (Residential Care Services), you are expected to:

- Comply with company Workplace Health and Safety policy and procedures and any reasonable instruction given to them to assist in YLO (Residential Care Services) adhering to Workplace Health and Safety laws;
- Conduct workplace activities in a manner which prevents personal injury or injury to other, & / or damage to property, as far as possible;
- Report workplace incidents, hazards or other relevant information as soon as possible and in line with company Workplace Health and Safety policy and procedures;
- Engage in open and meaningful communication to ensure understanding of the health and safety standards expected of them; &
- Participate in relevant and ongoing health and safety information, training and education, as identified appropriate.

### Selection Criteria

#### Qualifications

Essential
<ul style="list-style-type: none"> <li>• Certificate IV in Community Services or equivalent level of workplace experience</li> <li>• Apply First Aid Certificate</li> <li>• QLD Drivers’ Licence</li> <li>• Comprehensive Car Insurance</li> </ul>
Desirable
<ul style="list-style-type: none"> <li>• Degree in social and behavioural sciences, psychology, or related fields</li> <li>• Training and short courses relating to trauma, child protection and crisis intervention</li> </ul>

**Experience, Knowledge & Skills****Essential**

- Minimum 1 year experience within a residential care facility or similar.
- An understanding of the intensive nature of the work environment.
- Knowledge and understanding of the developmental needs of children and young people, trauma, and resulting emotional and behavioural issues.
- Knowledge of legislation, policy and issues relating to children and young people involved with the Department of Communities, Child Safety Service, Youth Justice and Disability Services QLD.
- Ability to work autonomously and often in an isolated environment.
- Strong problem-solving skills.
- Strong communication skills including negotiating, networking and written abilities and the ability to communicate effectively with children and young people of all cultural backgrounds and to support them in their cultural needs.
- Strong level of resilience and an ability to remain calm in times of crisis and high pressure.
- Ability to work as part of a team.
- Flexibility, initiative, and creativity in working with children and young people.
- A commitment to providing a safe and secure learning environment for children and young people to effective progress
- Cross-cultural understanding and the ability to effectively communicate with children and young people of all cultural background; and
- Respect for, and understanding of, confidentiality and privacy provisions.

**Desirable**

- Experience of working with disadvantaged indigenous populations

***Note: All employees of YLO (Residential Care Services) are required (where necessary) to have a Blue Card or have the ability to obtain one. All employees, prior to commencement are required to undertake a Suitability Check (Child Safety Services). All employees are required to hold and maintain a current and valid Blue Card and Suitability Check at all times whilst employed by YLO (Residential Care Services).***

I hereby acknowledge that I have read and agree to fulfil, to the best of my abilities, the above-listed duties and responsibilities:

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

***Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the line manager of this position. This Position Description may be reviewed as part of the preparation for performance development & review process.***