

Job Description



Position Title.....	Support Worker 24/7 Community House
Physical Location.....	Mount Gambier
Geographical Responsibilities.....	South East
Appointment Type.....	Full Time, Permanent Part Time or Casual
Classification Code.....	ACC ECA 2009 Level 1 or Level 2
Date.....	17 August 2009

ac.care refers to Anglican Community Care Inc which is the legal entity of the organisation.

JOB SPECIFICATION

Summary

As a Support Worker and part of a team in a Community House you will ensure the quality of care, rights and safety of children and young people who are under the care and protection of the Minister. You will work pro-actively and responsively to provide practical support and contribute to quality outcomes by, assisting in the delivery of programs and services.

Reporting/Work Relationships

- Responsible in the first instance to the Senior House Supervisor and then to the Manager, Residential Care Services who reports to the Director – Community and Children’s Services who in turn reports to the CEO.
- The role requires a close working relationship with Management and Staff of the Families SA Placement Services Unit and Management and staff of the Mount Gambier District Office of Families SA.

Special Conditions

- Work on a rotating roster that is over 7 days a week. This involves day, afternoon, active night shift, weekends and public holidays.
- Support Workers in this position may be required to work alone during night shift and may work alone for varying periods during other shifts.
- The initial appointment is to ‘O’Connor House’, Community House for Children/Young People in Care located in Mount Gambier, but the appointee may be required to work within and support other programs provided through the agency.

- Current Driver's Licence of an appropriate classification is essential and the employee must be willing to drive in the course of their duties.
- Intra/interstate travel involving overnight absences may be required.
- The position may involve overtime and recall to duty.
- Successful applicants will be required to undergo a criminal history and background check prior to employment and at regular intervals as directed by management after employment.
- Employee must hold and maintain a current Senior First Aid certificate or equivalent and be willing to use first aid skills and knowledge.
- You may be required to enter into performance agreements for the achievement of specific outcomes.

Key Responsibilities

- 1 The Community House Support Worker will deliver quality outcomes for young people in their care by:**

 - Adhering to ac.care policies and procedures.
 - Adhering to Families SA Emergency Accommodation practice guidelines.
 - Providing supervision and leadership to Assistant Support Workers.
 - Intervening and managing situations which may develop during the course of a shift.
 - Maintain standards of excellence in service delivery.
 - Supporting and assisting in the training and development of house staff, tertiary students and volunteers.
 - Consultation with other staff, observing and accurately recording young people's behaviour, needs and interactions with others.
 - Providing children and young people in care with guidance, support, supervision and protection from harm and exploitation.
 - Working co-operatively with the Senior House Supervisor, consulting and actively working with colleagues to ensure high quality and consistent practice and service delivery.
- 2 Facilitate and increase the opportunity for successful experiences and intervention of young people in care by:**

 - Assessing and responding to the individual needs of young people in care (in particular any cultural considerations).
 - Modelling appropriate behaviours.
 - Promoting, encouraging and ensuring positive relationships with peers, carers, parents, family members, significant others and the community.
 - Providing opportunities for young people to experience success and realise their potential.
 - Undertaking the responsibility of Key Worker, providing focused care and support for a particular child or young person as allocated by the Senior House Supervisor.
 - Sensitively ascertaining information from young people about their health, education, family and cultural background and their understanding of their situation.
 - Respecting and understanding the young person's cultural and religious characteristics.
- 3 Contribute to the delivery and improvement of programs and services which facilitate the young**

person's development by:

- Actively supporting and participating with young people in a range of recreation, education and personal development programs. (eg practical living skills.)
- Contributing to the evaluation and assessment of programs, services and processes, and suggesting strategies for innovation and improvement.
- Attending and participating in staff training and development.
- Actively participating in supervisory sessions, house and staff meetings and other work team activities.

4 Recognise and maintain the rights of young people by:

- Maintaining a "child focus" through consideration of a young person's wishes and opinions in decisions that affect his or her life.
- Respecting and understanding the young person's cultural and religious identification or heritage.

5 Oversight of assets and property maintenance in consultation with the Senior House Supervisor by:

- Monitoring and reporting circumstances to the Senior House Supervisor where maintenance is required of furniture, domestic appliances, office equipment, vehicle(s) and the house.
- Where required and within developed procedure assist by purchasing clothing, household goods and other items required for children in care and maintenance of the house.

6 Contribute to the development of the service by:

- Working with the agency leadership team to develop a culture of continuous improvement.
- Participating as required in training and development courses relevant to the service.
- Participating in and actively contributing to staff development reviews.
- Supporting the induction of new staff members ensuring they have a sound understanding of ac.care policy and house operating procedure.

7 Contribute to the provision of direct care to children and young people by:

- Maintaining an appropriate level of care, safety and supervision for young people in your care.
- Monitoring and actively addressing the physical and psychological safety of the residential environment.
- Applying specific communication techniques to assist in resolving conflict.
- Taking appropriate steps to help minimise the impact of critical incidents.
- Promoting and implementing hygienic practices and appropriate responses to illness.
- Assisting in the development of a nutritious/healthy menu. Prepare and provide meals, snacks and drinks for children/young people in care, and, where appropriate, undertake these tasks with the assistance of children and young people in care.
- Assisting young people who have offended to understand the impact of their offending behaviour.
- Reporting any allegation or concern about abuse or inappropriate care of children or young people.

- In co-operation and with the assistance of other house staff (and where appropriate with the assistance of children and young people in care) ensure the house is maintained in a clean, hygienic and tidy state, and ensure that all linen and clothing of children and young people in care is maintained, cleaned and, where appropriate, pressed.

8 Contribute to the maintenance of a safe and congenial working environment by:

Taking reasonable care to:

- Protect one's own health and safety at work.
- Avoid adversely affecting the health or safety of any staff member through any act or omission at work.
- Report any observed risks and hazards.
- Obey any reasonable instruction that ac.care has given in relation to health or safety at work.
- Comply with all policies published by ac.care that apply to the workplace.

Taking responsibility to:

- Treat colleagues with respect, courtesy, fairness and good faith.
- Promote cooperation with colleagues to further common interests and concerns.
- Practice principles of good teamwork.

9 Other duties as directed which are coincidental to the position.

PERSON SPECIFICATION

Essential Minimum Requirements

Educational/Vocational Qualifications

- Nil.

Experience

- Working with children and young people (non-family members) in an accommodation, education or recreational setting.
- Proven experience in dealing with diverse/specific cultural groups and in particular the ability to sensitively and respectfully communicate with persons of diverse backgrounds and cultures.
- Proven experience in effectively resolving conflict within a work environment.
- Proven experience in discussing, designing, developing, evaluating and participating in programs/projects for young people on an individual or group basis.

Personal Abilities/Aptitudes/Skills

- Proven ability to relate positively to young people and to work with them to achieve change and quality outcomes.
- Proven ability to communicate effectively both verbally and in writing and a willingness to use appropriate computer, telephone and office technology where necessary.
- Proven ability to work under pressure, organise priorities, meet deadlines, analyse problems and implement solutions.
- Ability to work under minimal supervision and direction.
- Ability to work alone and as part of a team to achieve goals and objectives.
- Proven ability to cook and prepare meals in a hygienic manner in accordance with an approved menu and to adequately carry out basic home duties to ensure the home, children's clothing, linen etc is maintained in a clean and tidy state.

Knowledge

- Understanding of child and adolescent development and issues facing children and young people who require care and protection.
- Equal employment opportunity, aboriginal, multicultural and occupation health, welfare and safety issues as they impact on service delivery.

Desirable Characteristics

Educational/Vocational Qualifications

- Currently studying or completed a recognised tertiary qualification in any of the following :-
 - Social Work
 - Youth work
 - Education
 - Community Services
 - Behavioural Sciences
- Other similar qualifications considered as suitable for the position by ac.care.

Experience

- Case Management.
- Supervising staff and delegating duties.
- Working with children and young people in residential care settings.
- Delivering recreational, practical and social learning programs for adolescents.

Personal Abilities/Aptitude/Skills

- Ability to chair meetings.
- Proven ability to provide practical advice on a wide range of residential care practices, to lead by example, and to contribute to the team's professional development.

Knowledge

- Crisis intervention theories and strategies including diffusion, negotiation and mediation.
- Children's Protection Act, including the Aboriginal Child Care principles. The Family and Community Services Act, The Adoption Act, The State Records Act and Carer's Recognition Act, The Foster Carer Charter, Charter of Rights for Children and Young People in Care, Alternative Care Standards.
- Principles and practice relating to adolescents at risk.

Special Notes

Review of Job and Person Specifications

The Job and Person Specifications will be reviewed regularly as part of a performance management process to ensure performance, skills and abilities match the requirements of the position. This regular review will ensure that the Job Description is current and reflects accurately the duties carried out by the incumbent.

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