

POSITION DESCRIPTION

Position Title:	Support Worker, Residential
Business Unit:	Operations
Manager:	House Manager
Purpose of role:	To provide day to day care and supervision to children and young people in residential care.

1. Reporting Structure

Position title of direct manager:	House Manager
Position titles which also report to same manager:	Nil
Position titles that report to this position:	Nil

2. Key Responsibilities

- Provide general care, supervision and transport to children and young people in residential care within a therapeutic framework.
- Maintain a supportive and safe working environment.
- Undertake activities in accordance with the Departmental care / case plan and funding body requirements, and internal care plan/support plan as directed by the Case Manager and/or Residential Care Manager, Program Manager, Residential Services or House Manager.
- Support Worker, Residential may be allocated a young person to work with on an individual basis, through their greater understanding of the client and their needs.
- Monitor & maintain high quality documentation relating to care / case plans, progress notes and other documentation. Implement goals of care / case plans and document in daily shift reports and incident reports.
- Maintain and update CIRTS data as required.
- Provide up to date information to the Case Manager/House Manager to maximise service delivery to clients.
- Contribute to a positive therapeutic team environment by demonstrating best practice support of clients,
- Provide Family Contact supervision where required.
- Contribute to a positive team environment by demonstrating best practice support of clients, proactive interpersonal skills and peer support.
- Support and promote the work of Life Without Barriers, maintaining a positive image of the organisation in accordance with level of position.
- Comply with all Life Without Barriers policy, code of conduct, procedures and practices, external funding body requirements and legislation.
- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.

3. Selection Criteria

Essential

Certificate III in Community Services.

Knowledge of current state legislation and standards that relate to out-of-home care.

Demonstrated experience working within a case management/therapeutic framework.

Commitment to the values of dignity, respect, inclusion, empowerment, confidentiality and strength-based practice.

Demonstrated leadership and peer support, problem solving and conflict management skills.

Demonstrated ability to use initiative and to work both individually in supporting clients and as part of a team.

Demonstrated ability to develop a positive professional relationship with clients and the ability to support their Care/Case Plan.

High level communication skills including the ability to develop and maintain good working relationships with internal and external stakeholders).

Demonstrated Ability to maintain client privacy and confidentiality.

Ability to work within and demonstrate “The LWB Way” in all interactions and tasks.

A current drivers licence and access to a roadworthy and fully insured vehicle.

Current First Aid Certificate

Desirable

Experience working in a residential care setting with children and young people.

All positions within Life Without Barriers will be required to undergo probity checks including criminal record checks and working with children check (where relevant to the position)

4. Performance Measures

Key Performance Indicators

Compliance with Position Description

Demonstration of the Life Without Barriers values

Compliance with Life Without Barriers policies, procedures and practices

Feedback from relevant Stakeholders