



CENTRAL HUME SUPPORT SERVICES INC.  
ABN 67 446 414 611

## POSITION DESCRIPTION

# RESIDENTIAL CARE WORKER

(Casual Positions)

**Applications are always welcome for this role at CHSS!!**

**August 2011**

*Central Hume Support Services, operating since 1989, is an independent, not-for-profit Community Service Organisation providing high quality and innovative services to single adults, families, children and young people in the Eastern Hume Region of Victoria. Central Hume Support Services is a charitable organisation.*

CHSS' Vision: Through partnerships, we build bridges to enable people to achieve their full potential.

CHSS' Values:

- **Potential of all people:** by acknowledging and respecting each other's differences and opinions and respecting clients' right to self determination
- **Integrity:** by promoting ethical practice; being professional in our dealings and being honest, trustworthy and reliable in our work
- **Excellence:** we are passionate about what we do and practice from the best interests of clients
- **Communities:** through nurturing and investing in quality relationships; pursuing collaborative approaches to effective practice and contributing to community education and awareness

Central Hume Support Services manages five residential units. All units are staffed on a shift work basis, 24 hours a day, 7 days a week. Four units are situation in Wodonga and one is situation in Wangaratta, as follows:

- There are three High Support Residential Units that provide medium to long term accommodation for adolescents aged 12 to 17 who are on child protective orders through the Department of Human Services.
- The Wodonga Youth Refuge provides short term (six weeks) and emergency accommodation for adolescents aged 15 to 19 who are homeless or at risk of homelessness - four beds for voluntary clients and two beds for statutory clients.
- The Wangaratta Contingency Unit also provides short term accommodation, but only to adolescents who are on child protective orders through the Department of Human Services, aged 12 to 17.

**Residential Care Workers** are required to collaborate and contribute with the entire team in assisting residents to achieve their goals, as determined through individual Care and Placement Plans. This requires that workers provide an appropriate response and level of assistance to residence needs, through ensuring that the day-to-day arrangements required to meet each resident's goals are carried out in a safe and secure living environment.

### POSITION OBJECTIVES:

1. Support all residents in achieving their individual Care and Placement Plan/Support Plan goals.
2. Provide a safe, caring and secure residential living environment for adolescents.
3. Role model appropriate and acceptable behaviour for residents at all times.
4. Collaborate with and contribute to the Continued Care Team.

## **ORGANISATIONAL CONTEXT / RELATIONSHIP:**

The position of Residential Care Worker reports directly to the House Supervisor.

### *Internal Liaison:*

- CEO
- Client Services Manager
- Continued Care Manager
- Continued Care Team Leaders
- Specialist Adolescent Support Manager and Team Leaders
- ICMS Service Case Managers
- Youth Refuge Case Manager
- Other Managers and staff members
- Service Users

### *External Liaison:*

- Local, State & Federal Government Departments
- Community Groups
- Education and Training Providers
- Statutory Authorities
- General Public
- Health Providers

## **KEY RESPONSIBILITIES:**

### **Service Delivery:**

- Provide a safe, caring and supportive environment that promotes and builds on each adolescents' strengths and well being, relevant to his/her individual needs, abilities, circumstances and culture.
- Participate in the maintenance of a clean and safe work environment, as per Occupational Health and Safety Standards and Guidelines.
- Ensure that support for adolescents and their families acknowledges their rights, is confidential, and remains professional at all times in order to maintain boundaries.
- Act as a role model for appropriate and acceptable behaviours for residents.
- Identify and respond appropriately to challenging behaviours and situations.
- Implement the day-to-day care arrangements in accordance with adolescents' individual Care and Placement Plans/Support Plan goals.
- Participate in social/educational activities and programs that meet adolescents' physical, cognitive, emotional and social developmental needs, including independent living skills.
- Promote positive relationships between residents and their families.
- Encourage residents' participation in the management of their support and accommodation.
- Encourage adolescents' participation, as an integral part of the Unit team, in the planning, management and maintenance of the Unit and gardens.
- Act as an advocate on behalf of residents where appropriate.
- Work within the Continued Care Model, utilising the Therapeutic Crisis Intervention component of this model to manage residents' behaviour.
- Collaborate with Continued Care team members to achieve positive outcomes for residents.

**The Organisation:**

- Understand and implement Central Hume Support Services' aims and objectives through competent work practices.
- Comply with Central Hume Support Services' policies and procedures, and with funding guidelines.
- Adhere to established protocols that exist between Central Hume Support Services and other service providers.
- Follow Occupational Health and Safety standards, guidelines and practices. Participate in the identification of potential and actual hazards and managing risks.
- Take responsibility for input into the day-to-day operations of the organisation, as well as policy development.
- Provide feedback on organisation policies.
- Maintain the organisation's ideological framework of a strength-based work practice.
- Contribute to team building principles.
- Individually contribute to ensure effective communication occurs within the organisation.

**Administration:**

- Maintain administrative requirements of the Units/Youth Refuge, including record keeping (e.g. client services information, communication book, confidential client files), reports and data collection processes.
- Attend support plan meetings and professional meetings as required.
- Participate in internal and external service evaluations.
- Participate and contribute in regular team meetings.

**Other:**

- Actively participate in supervision, when required.
- Complete shifts in any of the residential units managed by Central Hume Support Services, on a non-fixed roster system as directed by the organisation.
- Other duties as required.

**SELECTION CRITERIA:**

1. A relevant tertiary qualification such as Certificate IV in Youth Work or Community Services and/or proven relevant experience working with young people - is desirable.
2. Demonstrated understanding of the personal and social issues contributing to youth homelessness and how this can affect the needs of adolescent in care.
3. An ability to work individually and as part of a team to motivate, support and communicate effectively with adolescents who are at risk of harm and/or exhibiting challenging behaviours.
4. Demonstrated ability to be flexible and to adapt priorities to changing circumstances in order to meet residents' needs and abilities.

## **CONDITIONS OF EMPLOYMENT:**

This position is for casual employment worked on a shift work basis (including sleepover/stand-up) in any of the residential units, as required by the organisation.

It is a mandatory requirement of this position that a Senior First Aid Certificate (Workplace Level 2) is obtained prior to employment. A refresher course will also be required to be undertaken every 3 years in order for employment to continue.

The salary for this position is classified under the Residential and Support Services (Victoria) Award 1999 as Residential and Support Services Worker Grade 4, Year 3. The terms and conditions of employment are in accordance with Central Hume Support Services' Enterprise Agreement.

Employer superannuation contributions will be paid to Health Employees Superannuation Trust Australia (HESTA) and in accordance with the Superannuation Guarantee Charge Act.

The successful applicant will be required to undergo satisfactory pre-employment checks, including; at least two (2) professional referees, proof of qualifications, a criminal records check, Victorian Working With Children Check and registration with the Department of Human Services.

Organisational vehicles are available for authorised use and are to be used at all times for work-related purposes in accordance with the organisation's Motor Vehicle Policy. For this reason, it is a requirement that all employees hold a current driver's licence whilst employed with Central Hume Support Services.

## **APPLICATION PROCEDURES:**

Central Hume Support Services does not bind itself to make any appointment whatsoever from applications received.

Applications must include:

- 1) a covering letter
- 2) your resume, detailing employment history; and
- 3) a completed Reference Checks Form providing the names and contact numbers of three (3) professional referees (include current employer/supervisor) who can provide comment on your work history.

Agency information, assistance with writing applications, CHSS' police check policy, and any necessary forms can also be found on the CHSS website – [www.chss.net.au](http://www.chss.net.au)

For further information regarding the position or your application, please contact Celestine Willmott, Recruitment Officer on (02) 6043 7434.

***Applications for this role will be accepted at any time.*** Applicants may hand deliver their applications at any time to 155 Melbourne Road, Wodonga, or mail to:

Human Resources Department  
Attention: Celestine Willmott  
Central Hume Support Services  
PO Box 1490  
WODONGA Vic 3689

or email to:

[celestine.willmott@chss.net.au](mailto:celestine.willmott@chss.net.au)

Applicants invited to attend an interview must bring to the interview their original certificate as proof of qualification, or proof of enrolment.

*Central Hume Support Services is an equal employment opportunity employer.*