

Position Description: Residential Worker

Position Title:	Residential Worker
Reports to:	Team Leader Refuge/ Education Training & Employment Support
Positions reporting to This Position:	NIL
Position Status:	Full time / Part Time
Award / Classification:	Social, Community, Home Care & Disability Services Industry Award 2010 - Crisis Assistance and Supported Housing Employee, Level 1

Service Area: YOUTH HOMELESSNESS SERVICES

Youth Homelessness Service: South west Sydney District

UpFront Youth Services will provide accommodation and support to homeless and at risk young people across the South West Sydney District, with an emphasis upon those aged 12 - 18. The project was developed and successfully tendered in 2013-2014 as a "Joint Working Agreement", through a partnership between community based organisations which have been providing support for homeless young people in South West Sydney for over 30 years. UpFront respects young people from all cultural backgrounds, religions, sexual orientations, and gender diversities, and will support young people, regardless of health status, difficult behaviours or mistakes that they may have made. UpFront members believe that all young people have a right to secure housing, personal safety and an opportunity to build a future for themselves. To achieve this for all young people who come to UpFront our services and support include:

- Outreach to intervene early and prevent homelessness
- mediation
- Youth refuges with 24/7 support
- Flexible short-term crisis accommodation
- Transitional Housing and support to move towards independence
- Case Management including multi-disciplinary co-case management
- Coordination of support for clients with multiple or complex needs
- Engagement in education
- Pathways to employment
- Living Skills and social inclusion
- Post crisis support and maintaining tenancies
- Brokerage

Key Principles that will guide UpFront's client centred practice include:

1. An integrated response that requires robust communications between our staff and mainstream partners, and also our co-case management partners.
2. A tailored and individualised approach that identifies young people's strengths as well as their needs.
3. Empowerment of young people to take an active role in identifying goals and activities, develop confidence and skills to advocate for themselves and contribute to the work of UpFront.
4. A 'whole of community' response to youth homelessness that includes connecting young people with education, local businesses, family, friends and their communities.
5. A strong emphasis on Early Intervention and Prevention in order to reduce the numbers of young people entering the homelessness system.

Position Summary

Provide an environment of care to enhance the social and living skills of client in the Refuge that meets their physical, emotional and developmental needs.

The position focuses on providing support accommodation to young people who are homeless or at risk of homelessness, predominately in the age range of 14 -17. The program will focus on working with young people and supporting them with accommodation, education and training pathways within South Western Sydney district, with a focus on Fairfield and Liverpool LGA

To achieve these outcomes of this position, this service will work with a range of agencies within the skilled youth workers, the local area and with relevant government departments.

The position will provide flexible and relevant support that accord with principles of self-determination and meet the needs of this vulnerable target group. The position would be required to work as part of a large team.

The position will function under the supervision of the Senior Case Manager/s and reports to the Refuge / Education Training & Employment Support Team Leader.

Relationships – Internal & External

Within CCS:

Executive Officers, Volunteers, Staff, Managers, Other program managers, Senior Management.

External to CCS:

Service users, Families, Advocates, Funding Bodies, Government Departments, Local stakeholders & partners.

Main Responsibilities & Key Performance Indicators (KPI's)

KEY RESULT AREA: Service Delivery

Responsibilities and Duties	Key Performance Indicators (KPI's)
<ol style="list-style-type: none"> 1. Supporting the implementation of strategies as defined in agreed client's case plans towards their outcome on a day to day basis. 2. Assist clients to achieve their living skills inventory outcomes as identified by the case managers. 3. Support and resource clients with access to information. 4. Respond and support to clients with a flexible approach to their emotional needs. 5. Work with the Early Intervention team if needed, to Engage, assist and support family mediation in the event of organised parental visit to the Program. 6. Support, provide educational and homework support in the evening and implement Quite Time 	<ul style="list-style-type: none"> • Targets for case plan outcomes are achieved and this is reflected in their weekly case management with case managers • Clients are supported to actively contribute to achieving their living skills inventory through day to day living • Development of positive relationships and communication between peers, families and Case Workers. • Positive family mediation process in place that are supporting families as required. • Collaboratively implemented `support plans in place for clients • Young people are supported to complete homework and assessments and are engaged in education, training or employment • Active participation in reflective practice supervision by Case Workers.

<ol style="list-style-type: none"> 7. Uphold the philosophies of the organisation and adhere to service policies and procedures. 8. Work collaboratively as part of a team, participate and attend staff meetings. 9. Provide verbal and written reports as required 10. Participate in regular supervisory meetings 11. Attend relevant training courses as requested and approved by the Team Leader 12. Being accountable and other duties as directed by the Team Leader 13. Provide reports to the Team Leader as required and/or requested 	
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KEY RESULT AREA: Welfare and Wellbeing

Responsibilities and Duties	Key Performance Indicators (KPI's)
<ol style="list-style-type: none"> 1. Supporting and monitoring clients to plan and prepare nutritious meals. 2. Monitoring and assisting clients with their weekly chores. 3. Maintaining a high level of cleanliness in the Program, including the cleaning and preparation of vacated rooms including undertaking weekend staff chores. 4. Notify by emailing or phoning the Team Leader as soon as any maintenance repairs or hazards are identified. 5. Ensure house and garden are in good repair, kept neat and tidy. 6. Supervise health and personal hygiene of clients. 	<ul style="list-style-type: none"> • Meals are prepared in line with the appropriate guidelines relating to their wellbeing of the young person • Client notes are maintained on file and regularly reviewed and task are completed. • Clients are completing their weekly chores including the use proper handling of cleaning agents, outcomes are reflected in client case notes, including weekend chores. • WHS hazard identification process is followed including the Team Leader notified of the hazard such as maintenance and repairs • Clients' health and wellbeing are a priority and managed effectively. The outcomes reflected in client case notes

KEY RESULT AREA: Evaluation and Reporting

Responsibilities and Duties	Key Performance Indicators (KPI's)
<ol style="list-style-type: none"> 1. Ensure the accurate recording of all statutory and UpFront information requirements for client records and case planning, including updating relevant data systems such as PNYX, CIMs reporting, case note sharing, records management, statistical and other data collection 2. Identify client needs and supporting documentation 3. Ensure monthly individual data collation is maintained and entered into the CIMS data collection 	<ul style="list-style-type: none"> ▪ Client numbers diverted from homelessness services (quantified) ▪ Numbers of crisis clients accommodated and supported through family mediation and have returned to parental care ▪ Numbers of crisis clients accommodated and supported to find longer term non-SHS accommodation ▪ Other client outcomes achieved to maintain education, training, employment, access to income support and health care ▪ Clients' case plans that you are involved with are updated weekly ▪ CIMS data that you are individually responsible for is maintained in accordance with Funding Agreement

KEY RESULT AREA: Administration and Financial Management	
Responsibilities and Duties	Key Performance Indicators (KPI's)
<ol style="list-style-type: none"> 1. Ensure the brokerage service is managed effectively and delivered in line with the Brokerage Guidelines. 2. As requested by the team leader, support, maintain and provide required information relating to brokerage and petty cash reconciliation 	<ul style="list-style-type: none"> ▪ Evidence to support brokerage expenditure, including systems in place to record brokerage services delivered.
KEY RESULT AREA: Operations and Administrative	
Responsibilities and Duties	Key Performance Indicators (KPI's)
<ol style="list-style-type: none"> 1. Adhere to CORE administrative policies, systems and procedures 2. Code of Conduct / adhere to CORE policies and procedures 3. Ensure information concerning the organisation's paid and unpaid staffs, clients and their families are kept confidential at all times. 4. Client records are current, legible and relevant 5. Attend meeting as required by Service/Division manager 6. Prepare written reports 7. Distribute promotional material, appropriate to the services being provided, broadly within the 	<ul style="list-style-type: none"> ▪ Organisation's policies and procedure are respected when working with clients and co-workers ▪ Submit all requests for leave, in writing, to the direct supervisor for approval ▪ Complaints are reported, following the organisation's procedure ▪ Incident and WH&S issues are reported to the program manager with complete documentation by end of the first working day following the incident ▪ Complete timesheets as per CORE procedures ▪ Signed code of conduct is adhered to all times ▪ Adhere to CORE policies and procedures, in particular: <ol style="list-style-type: none"> a. Discrimination Harassment and Bullying Prevention Policy b. Equal Employment Opportunity Policy c. WHS Policies and Procedures. <p>For more information, see your manager or refer to the policy and procedures on the shared drive</p> ▪ Client records are maintained so only relevant authorised personal to access these files can do so ▪ Confidentiality Agreement is adhered to all times. ▪ Client records are maintained in a format according to the organisation's and funding body requirements ▪ Attend and participate in discussion at the following meetings: <ol style="list-style-type: none"> a. Staff b. WH&S (as required) c. Other meetings as requested ▪ The Service/Division manager received written reports as per agreed format, containing current and accurate information by due dates ▪ The service is promoted extensively to potential clients and unpaid staff within the wider

community as required by Service /Division Manager 8. Ensure the security of your designated work site and/or rented venues that the organization use	<ul style="list-style-type: none"> ▪ Clients of the service receive appropriate information in a timely manner ▪ All stored equipment is secured from theft and the premises are locked securely on leaving ▪ The Service/Division manager and/or relevant staff is promptly informed of any suspicious activity perceived or seen around venues
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KEY RESULT AREA: Learning and Development

Responsibilities and Duties	Key Performance Indicators (KPI's)
<ol style="list-style-type: none"> 1. Develop ongoing capabilities through training and learning 2. When requested, assist in the assessment of suitability of each paid and unpaid staff member of staff in the program, through observation, during orientation 	<ul style="list-style-type: none"> ▪ Attend all training sessions arranged for you by the organisation ▪ Identify and seek permission to attend skill or capabilities training, subject to Manager's approval

KEY RESULT AREA: Our Team

Responsibilities and Duties	Key Performance Indicators (KPI's)
<ol style="list-style-type: none"> 1. Contribute to a safe and non-discriminatory workplace 2. Develop and maintain good relationships with all paid and unpaid staff 3. Contribute to positive team morale 	<ul style="list-style-type: none"> ▪ Your immediate workplace meets all WHS and Anti-Discrimination requirements ▪ Accurate information is communicated to relevant staff only ▪ All communication is respectful and courteous ▪ Delegated duties are undertaken ▪ Support is offered to team members whenever possible

Selection Criteria

Qualifications and Experience

- Relevant tertiary qualifications or relevant qualifications and/or experience in this area
- Demonstrated experience working with young people 12 to 18 years and their families
- Demonstrated experience in working with schools, government and non-government organisations
- An understanding of child protection issues and relevant legislation
- Ability to deliver programs against funding bodies project objectives
- Understanding of the different cultures and diverse community groups
- Experience in referral, networking and casework

Interpersonal Skills

- Highly developed interpersonal and client focus skills
- Highly developed and demonstrated excellent interpersonal and communication (verbal and written) skills
- Communication must be culturally appropriate and tailored according to the client's needs
- Ability to work independently while also being part of a team
- Ability to liaise with a broad range of Government and non-government organisations, government agencies, as well as local schools, counsellors and other Health Services

Time Management Skills

- Ability to multitask and work in a well-organised manner, both independently and as part of a team
- The ability to prioritise work and make decisions regarding the day to day issues as directed
- Ability to maintain high levels of privacy and confidentiality in regards to clients, staff and business matters

Technical skills and knowledge

- Intermediate administrative and computer knowledge and skills across a range of applications including database application and communication technologies

Compliance

- Successfully undertake a National Police Check
- NSW Working With Children Check
- Working rights in Australia
- Current NSW Driver’s License
- Current First Aid

Availability

Flexible to commit to a rotating roster

Desirable

Youth Mental Health First Aid

This job description shall be reviewed and renegotiated annually.

Name: _____ Signature _____ Date: _____

Position: Residential Worker

I have read and understand all elements of my job description and I acknowledge and agree to abide by all elements contained within this document.

Name: _____ Signature _____ Date: _____

Position: Refuge Team Leader

Please forward a signed copy to Payroll / Human Resources