

Position Description

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| Position title | Residential Care Worker |
| Program/Unit | Out of Home Care Victoria |
| Classification | SCHCADS (Modern Award), Level 2 or 3 - Dependent on qualifications & experience |
| Position reports to | Residential House Supervisor |

Organisational context

Established in 1997, MacKillop Family Services (MacKillop) strives to ensure all families are supported to provide children with a safe and permanent home, and the best possible start to their lives.

Continuing the child and family welfare programs of our three founding agencies - the Sisters of Mercy, the Sisters of St Joseph and the Christian Brothers - we provide early intervention programs to support the most vulnerable families, and provide education, disability support, home-based care and out of home care for vulnerable children and young people in Victoria, New South Wales and Western Australia.

MacKillop has almost 1,500 staff, operating out of more than 50 sites, and has forecast annual revenue for the 2022/23 financial year of over \$213 million.

Like our founders, we are deeply committed to our work, and are driven by social justice. We believe every child should be protected from abuse, neglect and exploitation, and are a child-safe organisation that is committed to protecting and advocating for the best interests of children and families across all our programs.

Our work is underpinned by our values, and by a deep understanding of the impact of trauma, informed by the Sanctuary Model. Sanctuary is a blueprint for organisational change, which supports organisations to provide a safe, non-violent environment for people affected by trauma. It also supports staff and carers to form communities that are safe and caring, and to maintain a culture that reflects these qualities at every level within the organisation. MacKillop is the only licensed provider of training in the Sanctuary Model in Australia.

MacKillop is deeply committed to promoting diversity. Our diversity encompasses differences in race or ethnicity, gender identity, gender expression, intersex status, sexual orientation, language, age, religion, socio-economic status, relationship status, physical and mental ability, thinking styles, experience, and education. We believe that the wide array of perspectives that results from such diversity makes us more creative, flexible, accessible and productive.

Our purpose

MacKillop Family Services continues our founders' passionate commitment to social justice - to work for the rights of children, young people and families to be safe, to learn, feel nurtured and connected to culture. We provide high quality services to promote healing from trauma and loss, and to enable hopeful futures.

MacKillop Family Services will care compassionately, respond large-heartedly and advocate courageously.

Our vision

Children, young people and families are welcomed and supported by MacKillop to be empowered and thrive.

Our values

We commit to the following five foundational values which we continue to embed in the culture of our organisation and practice:

JUSTICE. We believe in the right of all people to experience respect and to have access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age. We advocate for inclusiveness and social justice in the wider community and commit to these principles across our organisation and all services we provide. ***We believe in the right of all people to be treated justly and fairly.***

HOPE. We commit to creating positive and hopeful relationships where people find meaning in their experiences and relationships and are able to learn, explore their strengths and create possibilities for growth and change. ***We seek to foster hope that assists people to find meaning.***

COLLABORATION. In our work with individuals, families and other organisations and groups, we commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment. ***We commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment.***

COMPASSION. Compassion is an attitude of the heart, an expression of our shared humanity and a deep desire to alleviate another's suffering. We commit to creating an attitude of openness to others and to their circumstances. ***We seek to foster compassion, an attitude of the heart and a response to exclusion and suffering.***

RESPECT. We value ourselves and other people, the earth and all creation. We seek to listen and learn from each other and build relationships with respect, being proud of what we hold in common and with understanding and tolerance of our differences. ***We seek to act with respect with regard to each other, the earth and all creation.***

Our Sanctuary Commitment

Our values are brought to life through our commitment to the Sanctuary Model. Sanctuary is an evidence-supported, whole-of-organisation framework that guides how we practice as an agency. Sanctuary enables a shared language, knowledge, and response to the impact of trauma and loss on all of us.

Our seven Sanctuary Commitments are as follows:

- Non-Violence - Mean what you say and don't be mean when you say it
- Emotional Intelligence - Look out for yours and other people's feelings
- Social Learning - We all learn from, and teach each other
- Democracy - Everyone is heard
- Open Communication - Be honest and share information
- Social Responsibility - We all help each other ... It takes a village to raise a child
- Growth and Change - Open to new ideas and ways of thinking

Position purpose

MacKillop's Out of Home Care (OOHC) programs provide residential care, home based care, lead tenant and case management support for young people with high and complex needs, as well as a therapeutically oriented program for young people in protective placements.

Our Residential Services offers accommodation and support to children and young people who are referred through the Child Protection system. The Residential Care Worker is required to participate in the day to day operation of the unit, which includes responding to the young person's emotional and

functional needs, the development of their personal skills, all administrative requirements and household duties.

This role reports to the relevant Residential House Supervisor, who will provide supervision. This role has no direct reports and works in a team environment with other team members.

Primary objectives

The Residential Care Worker is responsible for:

- Ensure an environment that provides a sense of safety, structure, acceptance and security at all times for children, young people and staff.
- Ensure that the children and young people's rights and interests are protected at all times and act as an effective role model.
- Through goal directed, planned and integrated therapeutic interventions use all interactions as opportunities for therapeutic gain and positive engagement.
- Support the children and young people to maintain important links with their family of origin, friendship networks and the local community.
- Address the therapeutic needs of each child or young person with the Residential Care team or wider OOHC team.

Key result areas and responsibilities

The Residential Care Worker will:

- Participate in day to day operations, which includes performing household duties.
- Implement MacKillop's and residential house policy and procedures.
- Provide high quality physical and emotional care for children/young people in residential care, ensuring their safety and wellbeing.
- Provide and participate in appropriate recreational activities for and with the children/young people.
- Be responsible for the clear record and communication of all relevant information about the children/young people to the appropriate people or teams (other therapeutic residential care workers, case managers, MacKillop After Hours Service, the Department of Health and Human Services and other support services, etc.).
- Ensure that a comprehensive handover is given to the incoming or relieving worker(s).
- Practice in a manner that is sensitive to the needs of young people with an Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse background.
- Provide opportunities for children and young people to maintain contact, and where appropriate, invite family members, relatives and friends to the house.
- Actively support the children/young person's integration into schools, employment or appropriate day programs or therapeutic programs that will meet their individual needs.
- Liaise with counsellors, health workers, drug and alcohol agencies and other professionals involved in the children/young person's lives, as required.

- Follow all plans that has been developed for the house and children/young people.
- Ensure that procedures relating to the house communication book, reporting and recording of critical incidents, missing residents and residential care standards are followed.
- Report immediately to the case manager, or the MacKillop After Hours Service, any protective concerns regarding a young person living at the house.
- Have a clear understanding of each children/young person's Looking After Children (LAC) plans, and contribute to these, including the completion of allocated tasks and responsibilities.

Key selection criteria

The incumbent will have:

- A knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people and their families.
- A Certificate IV in Child, Youth and Family Intervention (Residential and out of home care), or other similar or relevant tertiary qualifications.
- A current valid Victorian driver's licence and be able to drive MacKillop vehicles in the conduct of the position requirements, including transportation of clients.
- A genuine interest in young people and their wellbeing.
- Demonstrate empathy for the young people in our care in an open minded and nonjudgmental manner.
- A knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people and their families.
- Highly-developed capacity for emotional self-regulation, including the capacity to set and maintain consistent boundaries to provide safety, stability and consistency.
- A commitment towards the principles and practice of quality care in residential settings for the most vulnerable and disadvantage young people, and to promote autonomy and selfdetermination for clients.
- Demonstrated understanding of, and respect for, cultural and linguistic diversity (CALD), including cultural safety for children from CALD backgrounds.
- Ability and willingness to work effectively as part of a team, to meet program goals and objectives.
- Support for the purpose and ethos of MacKillop.
- An understanding of Trauma and how best to work with children and young people in Out of Home Care (desirable but not required).

Other information

The incumbent must possess a:

- Valid and current Driver's Licence.

- Valid and current Working with Children Card.
- Valid and current NDIS Worker Check (for NDIS risk assessed roles).
- Satisfactory criminal history check conducted by MacKillop Family Services.

Approval

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| Director or General Manager's full name: | Ninevah Hooper | Date: | NOV 21 |
| Director or General Manager's position title: | Director Children Youth & Family Services | | |
| Incumbent's full name: | | | |
| Incumbent's signature: | | Date: | |



MacKillop Family Services acknowledges Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the Traditional Owners and Custodians of the land on which we live, work and play. We pay our deep respects to Elders past and present and acknowledge all Aboriginal children, young people, families and staff who are a part of MacKillop Family Services.



MacKillop celebrates and draws strength from diversity and respects the dignity of all people. Every person at MacKillop has the right to be safe and to be treated justly. We value every person's cultural or linguistic background, ethnicity, sexual orientation, gender identity, gender expressions, intersex status, relationship status, religion or spiritual beliefs, socio-economic status, age, and abilities.