

# Position Description

<b>Position title</b>	Coordinator - Residential Care, Wimmera South-West
<b>Document ID</b>	
<b>Program/Unit</b>	Wimmera South West Out-Of-Home Care
<b>Classification</b>	SCHADS Level 7 - Dependant on qualifications and experience
<b>Position reports to</b>	Area Manager – Wimmera South West Out-Of-Home Care

## Organisational context

On 1 July 1997, MacKillop Family Services was formed as a new organisation by re-founding seven agencies operated by the Sisters of Mercy, the Christian Brothers and the Sisters of St Joseph of the Sacred Heart in Victoria. However, our legacy and inspiration is much older. From the 1850s, these three congregations, respectively founded by Catherine McAuley, Edmund Rice and Mary MacKillop, worked in Victoria to establish homes for children who were orphaned, destitute or neglected, and for families who were in need of care and support. Throughout the years, the original model of institutional care evolved into different forms of residential care, foster care, education, family support and disability services.

The purpose and character of MacKillop Family Services as a Catholic organisation, continues to draw from the lives, works and inspiration of the three founders who provide a living model for the way our staff and volunteers approach their work. Woven through this ethos is the acknowledgement and recognition of the inherent Aboriginal spirituality of this country and respect for the cultures that have lived here for thousands of generations.

Today, we continue this work within the framework of Catholic social teaching and in the spirit of the Gospel - one of radical inclusion, restoration and accompaniment. MacKillop Family Services is now a national organisation and a leading provider of services for children, young people and families across Victoria, New South Wales, ACT, Western Australia and to other organisations in every state and beyond. We offer services and programs in family support, foster care, residential care, disability services, youth support, education and training, parenting, family therapy, mental health, family violence, early childhood, and support to women and men who, as children, were in the care of our founding agencies.

At MacKillop we pay respect to all Aboriginal and Torres Strait Islander peoples and their Elders - past, present and emerging - and acknowledge the importance of their stories, history and wisdom. They hold the memories, traditions, cultures, hopes and aspirations of all Aboriginal and Torres Strait Islander peoples. We are strongly committed to the ongoing work of Aboriginal self-determination, reconciliation, and cultural safety for our Aboriginal and Torres Strait Islander clients, staff and stakeholders.

MacKillop has almost 1,500 staff, operating out of more than 50 sites, and has forecast annual revenue for the 2020/21 financial year of over \$150 million.

## 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) Division provides residential care, home based care, lead tenant and case management support for young people with high and complex needs, and a therapeutically oriented program for young people in protective placements.

This position is based in Wimmera South-West and reports to Wimmera South West Area Manager.

## Primary objectives

The Residential Care Coordinator is responsible for leading a team of House Supervisors and staff in the provision of high-quality residential care based on a therapeutic and trauma informed model of care.

The Coordinator is responsible for the leadership, supervision, oversight and standards of the residential houses, along with overseeing the specific day to day operational and administrative requirements of the Wimmera South West Out of Home Care Services Residential Care team.

## Key result areas and responsibilities

### *Program*

- Actively participates in monthly formal supervision with the Area-Manager.
- Liaise with the Area Manager in relation to placement referrals and make decisions regarding the acceptance of children or young people into the Residential Care Program.
- Liaise with Department of Families, Fairness and Housing (DFFH) in relation to case-related matters i.e., placement referrals, case reviews and professionals' meetings.
- Ensure that the statutory requirements are being met and that residential care services are provided in accordance with Victoria's Looking After Children (LAC) framework and guidelines.
- Working within a model of therapeutic and trauma informed model of care, ensure that all house teams consistently maintain routines, community activities, appropriate expectations and behavior management strategies for the young people.
- In conjunction with the case worker and House Supervisors develop, implement and help monitor house and individual programs to meet the children/young people's personal, social, educational and case planning needs.
- Ensure that opportunities are provided for young people to invite family members, relatives and friends to the houses units as well as maintain significant contacts through other means such as telephone. Support all contact as required in accordance with any court orders.

### ***Staff management and supervision***

- Supervise, coach, develop and support residential care staff, House Supervisors, and other direct reports to ensure that service objectives are met.
- Delegate tasks to Residential Staff and administrative staff appropriately.
- Work with House Supervisors in relation to the management of workload and case practice through professional supervision and consultation
- Provide support and consultation to Case Manager and residential care staff regarding school issues, educational progress, and plans.
- Ensure that House Supervisors are providing regular supervision and support to residential care staff.
- Manage the recruitment and make recommendations regarding selection of staff within Residential Services.
- Ensure that training and development opportunities are available for all staff
- Monitor staff work routines and leave, and approve time sheets in conjunction with the Area Manager
- Constructively participate in supervision and performance appraisals with the Area Manager
- Provide timely advice to the Area Manager regarding any client complaints, staff matters, or other information that may present “political or practice risk” to the program.

### ***Leadership and Teamwork***

- Lead the Wimmera South West Out of Home Care Services team in the delivery of high-quality services in a positive work environment conducive to effective team work.
- Actively support and champion the roll out of the Sanctuary model across all aspects of the programs, and manage the programs in line with the seven Sanctuary commitments; Open Communication, Nonviolence, Emotional Intelligence, Social learning, Democracy, Social Responsibility, and Growth and Change.
- Foster a spirit of cooperation with good communication and conflict resolution skills.
- Participate in appropriate professional development opportunities and performance appraisals as appropriate.
- Facilitate team meetings and other opportunities for reflective practice involving relevant stakeholders and in consultation with the Area Manager.
- Provide timely advice to the Area Manager regarding any client complaints, staff matters, or other information that may present “political or practice risk” to the program.

### ***Administrative Requirements***

- Assist the Area Manager in monitoring all expenditure in the Residential Care Service and ensure that it is appropriately invoiced, reconciled and within budget.
- Approve and sign-off cheque requisitions up to your delegation (\$1,000).
- Oversee and approve hours of work of the Residential Care staff, including approved overtime, time in lieu applications and sign-off hours worked on fortnightly Time Sheets.

### ***Property Maintenance***

- Ensure that the residential properties are maintained in good working order.
- Maintain an up-to-date knowledge of the maintenance needs of each Residential property.
- With the assistance of the Administration Officer, approve and arrange repairs and maintenance to the homes.
- Alert the Area Manager of property needs which fall outside of budget, especially when health and safety of residents or staff is an issue.

### ***Service Development and Review***

- Participate in Agency Liaison Meetings with the Department of Families, Fairness and Housing.
- Participate in local service liaison networks, regional planning and coordination forums as required.
- In consultation with the Program Leadership Group, initiate and participate in the development and review of procedures, standards, and policies for the Residential Care Service.
- Contribute to policy and program development and best practice standards at both the program, organisational and wider service sector levels.
- Develop and maintain knowledge of practice, policy and program direction changes within the Residential Care Sector.
- Develop and maintain skill and expertise in key specialist areas such as attachment disorder, developmental theory, child sexual abuse, physical and emotional abuse and neglect, separation and loss, mental health issues, and substance abuse.
- Participate in strategic planning forums for MacKillop Family Services.
- Participate in relevant working parties and reference groups both within MacKillop and at the wider sector level.
- Participate in local service liaison networks and regional planning and coordination forums as appropriate.
- Participate in promoting public awareness of agency services.
- Represent the service and participate in appropriate community meetings, forums and committees.

### ***Occupational Health and Safety***

- Take all reasonable and practical steps to ensure the workplace is safe in accordance with OH&S policies and procedures and ensure regular consultation with the OH&S representative.
- Ensure a proactive and timely response to OH&S issues raised by staff.
- Participate on MacKillop Family Services OH&S committees as required.
- Ensure the correct and timely local implementation of Workcover and Rehabilitation / Return to Work policy and procedures.
- Ensure OH&S responsibilities and objectives are addressed as part of regular supervision and as a leading item on all team meeting agendas.
- Ensure the implementation of required OH&S audits e.g., Fire Safety.

### *Other*

- Be available to undertake higher duties and / or secondment within MacKillop Family Services.
- Implement the mission and values of MacKillop Family Services.
- Undertake other duties as required.
- Be prepared to undertake some evening work

## 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
- Appropriate tertiary qualifications
- Bachelor's Degree in Social Work or equivalent, or significant work experience in a relevant field plus a qualification in Welfare or other related field.
- Demonstrated experiences in, Child Protection, child welfare practice or a related field.
- Demonstrated assessment skills and the ability to utilise these in a range of settings
- Sound professional knowledge and theory base, including a solid understanding of trauma informed practice.
- Proven Leadership skills and demonstrated ability in the supervision of staff.
- Proven organisational skills.
- Well-developed interpersonal and communication skills.
- Demonstrated experience in planning and implementing change processes at the program level.
- Demonstrated ability to work in a multi-disciplinary team setting.
- Knowledge of relevant Community Service Organizations, local and State Government (DFFH) and the ability to network with these services.
- Support for the mission and ethos of MacKillop Family Services.

## Other information

The incumbent is required to:

- Sign and actively abide by MacKillop's Code of Conduct.
- Observe and actively support MacKillop's P.8 People and Workplace Policy.
- Observe and fulfil health and safety responsibilities as contained within 'WHS-P-001 Responsibility Statements' document.
- Attend mandatory and other training as required.
- Actively participate in MacKillop's Bid Management process as required.
- Participate in and promote continuous quality improvement processes.
- Promote an environment that is culturally safe and strengths focussed.
- Abide by principles and commitments of the Sanctuary Framework.

- Incorporate cultural safety into your practice with Aboriginal families.
- The incumbent must possess a:
- Valid and current Victorian Driver's Licence.
- Valid and current Victorian 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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**Approver's full name:**

Ilkin IL

**Date:**

15/06/2021



**Approver's position title:**

Director CY&FS West

**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.*