

# Position Description

<b>Position title</b>	ITC Senior Youth Worker
<b>Document ID</b>	
<b>Program/Unit</b>	PSP Intensive Therapeutic Care (ITC) / Intensive Therapeutic Care Homes (ITCH) or Intensive Therapeutic Transitional Care (ITTC)
<b>Classification</b>	SCHCADS Level 4 subject to qualifications and experience
<b>Position reports to</b>	ITC House Manager

## 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

## NSW/ACT Services

MacKillop's NSW/ACT Division consists of the following programs: Permanency Support Program Metro Sydney; Children Youth and Families Metro Sydney; Permanency Support Program Northern NSW; Children, Youth and Families NSW South and ACT; and MacKillop Rural Community Services.

- Permanency Support Program (PSP) Metro Sydney provides Foster Care and Intensive Therapeutic Care including Intensive Therapeutic Transitional Care, Intensive Therapeutic

Care Homes, Therapeutic Supported Independent Living, Therapeutic Home-based Care and Therapeutic Sibling Option Placement. The program is based in Blacktown and operates across the Department of Communities and Justice' (DCJ) Western Sydney, Nepean Blue Mountains and South West Sydney Districts

- Children Youth and Families Metro Sydney provides Functional Family Therapy - Child Welfare, Family Preservation, Specialist Homelessness Services, Homelessness Youth Assistance Program and Targeted Earlier Intervention. The program is based in Blacktown and operates across the DCJ Western Sydney and Nepean Blue Mountains Districts
- Permanency Support Program (PSP) Northern NSW provides Foster Care and Intensive Therapeutic Care including Intensive Therapeutic Transitional Care, Intensive Therapeutic Care Homes, Therapeutic Supported Independent Living, Therapeutic Home-based Care and Therapeutic Sibling Option Placement. The program is based in Grafton and Lismore and operates across the DCJ Northern NSW District
- Children Youth and Families NSW South and ACT operates across two jurisdictions. NSW Services include Foster Care and Intensive Therapeutic Care as part of the Permanency Support Program (PSP); Functional Family Therapy - Child Welfare; and Family Referral Services. NSW services operate across the DCJ Illawarra Shoalhaven and Southern NSW Districts from offices located in Wollongong, Nowra, Batemans Bay, Bega, Cooma, Queanbeyan and Goulburn. ACT services include Intensive Therapeutic Residential Care.
- MacKillop Rural Community Services (MRCS) Program has three main service streams, Child and Family Services, Youth Services and Disability Services. Services are based in Balranald, Brewarrina, Cobar, Condobolin, Coonabarabran, Coonamble, Gulargambone, Lightning Ridge, Nyngan, Walgett, Weilmoringle, and Dubbo.

### Position purpose

The Senior Youth Worker Intensive Therapeutic Care (ITC) is responsible for the delivery of high quality services, care and support that promote the emotional, social and behavioural needs of vulnerable children and young within Intensive Therapeutic Care. This position works within a trauma informed therapeutic framework and is responsible for supervision, support and development of the Youth Workers.

The Senior Youth Worker ITC works closely with Youth workers, Caseworker and other ITC staff to provide therapeutic care to support young people to heal from trauma and achieve their full potential.

DCJ is implementing a new ITC system to support children and young people with high and complex needs who are either unable to be supported in foster care or require specialised and intensive supports to maintain stability in their care arrangements. Complex mental health, disability, emotional and behavioural issues are characteristics of these children and young people, resulting in behaviours that often present a risk to themselves and others in their immediate environment.

The ITC system will:

- Provide Therapeutic Care
- Have a strong focus on recovery from trauma
- Provide an alternative to long term residential care
- Do more to protect and keep children and young people safe
- Provide clear pathways to less intensive service types and permanency
- Provide a broader range of placement options for children and young people to achieve outcomes around mental health, physical health and education.

The position will contribute to the transition of services from the former residential care system to the new ITC system and service requirements.

## Primary objectives

- To support the House manager in the coordination of the daily operations of the allocated house and to ensure best practice in WHS;
- Provide young people with safety, stability, predictability and consistency by implementing the house guidelines and supporting the implementation of individual strategies and case plans;
- To create and support a trauma informed therapeutic framework to achieve positive outcomes for young people and their families;
- In collaboration with the House Manager, provide supervision and support to staff and develop a strong client focused team;
- Undertake household financial responsibilities;
- Participate in team meetings, house meetings and case review meetings to ensure that young people receive services that meet their needs.

## Key result areas and responsibilities

The Senior Youth Worker will:

- Supervise the day-to-day operations of the house and the care and support of young people;
- Ensure that the youth work practice is “child safe” within a therapeutic framework, responsive to individual needs and reflecting MacKillop’s values, policies and practice frameworks
- Ensure all statutory child protection requirements are adhered to;
- Actively support and champion the Sanctuary model and manage the houses in line with the seven Sanctuary commitments;
- Foster a spirit of cooperation with good communication and conflict resolution skills;
- Promote democracy and support young people and staff to engage in a participatory environment where they can have a say and influence in the decision-making process;
- Ensure that services are sensitive to the needs of Aboriginal and Torres Strait Islander and CALD young people and their families;
- Assist in the development and implementation of staff rosters and ensure that staff function within relevant Award and legislative employment requirements;
- Ensure that the program provides a nurturing, therapeutic and home-like environment (both inside and outside) that supports the physical and emotional safety of each young person;
- Work collaboratively with the ITC team to develop strategies and plans for individual young people that address presenting issues, facilitate the development of new skills and perspectives, and increase engagement in education, employment, training and community activities;
- Ensure the client activity planners are up-to-date and implemented by youth workers;
- Ensure require client medicines are available, stored correctly and administered correctly;
- Ensure client's material requirements are met (clothing, toiletries, education materials etc);
- Monitor and reconcile Imprest and petty cash expenditure;
- Facilitate the weekly shopping for the house;
- Provide monthly supervision to casual youth workers;
- Ensure that clients on site during the day are supervised and undertaking activities in line with their case plans;
- Ensure house meetings are conducted as required;
- Notify the House Manager about any staff performance concerns;
- Support Youth Workers to role model and reinforce pro-social behaviour and develop a positive peer culture where young people increasingly take responsibility for themselves and others;
- In collaboration with the House Manager, support the ongoing learning and development of Youth Worker staff through the provision of coaching and supervision;
- Participate in team meetings, service networks, inter-agencies and forums as required;
- Ensure staff maintain up to date client records;

- Complete reports as required and ensure that sensitive client information is kept secure and treated confidentially;
- Be available for on-call and after-hours support, including covering sleepovers as required;
- Ensure that the program complies with MacKillop's Work Health and Safety policies and procedures;
- Participate in the development and review of policies and procedures;
- Remain informed of developments in the Permanency Support Program and Intensive Therapeutic Care;
- Be available to undertake higher duties and/or secondment as required; and Undertake other duties as required.

## Key selection criteria

The incumbent will have:

- Minimum qualification requirements for this position is a relevant Diploma of Youth Work, Community Services or equivalent;
  - New staff joining must have qualifications;
  - Existing staff have a transition period to gain the minimum qualifications;
  - Staff with experience may be eligible to apply for RPL;
  - Aboriginal staff - a qualification is desirable but experience and willingness; to participate in training is essential;
- Significant work experience and skills in youth services, residential care or supported accommodation; Demonstrated experience in supervising a team;
- Strong interpersonal, conflict resolution and effective communication written and verbal skills;
- Knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people and their families ;
- Demonstrated ability to relate to and work with young people with social, emotional and behavioural difficulties and who have experienced significant trauma;
- Demonstrated ability to implement case plan goals for young people with challenging behaviours;
- Able to plan, organise and prioritise workload working to tight deadlines;
- Experience and understanding of WH&S issues in the workplace;
- Good written and verbal communication skills and ability to use Microsoft Office including Outlook and Word

## 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.
- 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.

The incumbent must possess a:

- Valid and current NSW Driver's Licence.
- Valid and current NSW Working with Children Check.
- Valid and current NDIS Workers Screening Check or can provide proof of application up to 31 July 2021.
- Satisfactory criminal history check conducted by MacKillop Family Services.

## Approval

<b>Approver's full name:</b>	Jude Ekerick	<b>Date:</b>	October 2020
<b>Approver's position title:</b>	State Director, NSW/ACT		
<b>Incumbent's full name:</b>			
<b>Incumbent's signature:</b>		<b>Date:</b>	



*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*