Context:

Centacare Tasmania delivers a broad range of specialised and professional support, counselling, accommodation, emergency, advocacy, education and training services throughout Tasmania. Services are available to all without discrimination. Centacare has a range of funding arrangements including specific programmes funded by both Federal and State governments departments.

Centacare Tasmania’s particular strength is in the family centred approach, recognising that whatever impacts on a family impacts on the children/young person in specific ways. It recognises that children/young people can be major casualties in family disruption and that listening to the voice of children/young people impacts on the long-term consequence for all involved in resolving family conflict.

Centacare Tasmania will continuously strive to be at the forefront in the provision of welfare and human services in Tasmania by:

- The excellence and quality of our services
- Our commitment to advancing the provision of welfare services in accordance with Catholic principles
- Our ability to actively respond to the needs of our communities and clients, underpinning our work with sound research and development
- Our capacity to work collaboratively and strategically with other agencies where there is a demonstrated mutual benefit and which will deliver improved outcomes for clients

Primary Objectives:

Centacare Tasmania’s Therapeutic Residential Care Service provides support to young people 12 years to 18 years referred by Child Protection Services, who require placement in a residential setting. It seeks to provide a healing environment and experiences for young people, which supports and assists them to overcome many of the challenges which they may have encountered in their life.
Organisational Environment:

The position will work as part of a team providing 24/7 support to young people within Therapeutic Residential Care. The worker will assist with the development and maintenance of a trauma-informed therapeutic environment which supports the identified needs of each young person. The worker will support the development of a young person’s individual Action Plan, assisting with the regular review and evaluation of these plans. The worker will support the development of a learning community to assist with decreasing and minimising challenging behaviours, through the role modelling of expected behaviours and the sharing of anger management and conflict resolution strategies. The worker will also ensure that all situations and events will provide the opportunity for ‘living-learning’ experiences, supporting a young person to develop and enhance independent living skills at every opportunity.

Major Accountabilities:

1 Interpersonal and communication style:

- Create a harmonious and productive working environment by setting and adhering to high personal integrity and performance standards at all times
- Act in a professional manner at all times when dealing with internal and external clients
- Have a strong understanding of Centacare and positively promote the organisation
- Provide prompt and courteous service to all clients and stakeholders; including colleagues, other services and the community
- Maintain confidentiality on all issues relating to clients, the organisation and other colleagues
- Treat all clients with respect, dignity and equality, whilst being responsive to their needs
- Work collaboratively with local and relevant community services
- Develop strong relationships with external stakeholders, including the extended family and significant people in a young person’s support network
- Ensure that the Regional House Co-ordinator is fully briefed on all matters relating to the care and well-being of each young person and the effective operations of the therapeutic residential house,

2 Professional/technical elements

- Demonstrate an understanding of the impact of trauma on the behaviours of young people in residential care
- Demonstrate the ability to utilise current practices in therapeutic interventions for young people in residential care with regard to trauma and/or attachment based issues.
- Support the participation of young people in all aspects of the development, implementation and review of Action Plan through the provision of a Key Worker relationship
- Support the participation of young people in education and living skills programmes
- At all times promote positive interactions between and with young people residing in the house
- Demonstrate an awareness of diverse cultural needs
- Participate in the development and review of individual Action Plans, Behaviour Response Plans, Safety Plans and Therapeutic support
- Participate in transition planning for all resident young people, this includes transition in and out of houses
- Identify and actively seek opportunities for young people to develop skills required for independent living
- Actively encourage young people to develop and maintain positive family and peer connections and relationships
- Commitment to ensuring that all files, documents and records are maintained according to Agency policy and procedure and legislation
- Respond appropriately to any crisis within a House, ensuring the safety and well-being of all individuals and as outlined Centacare policies and procedures
- Participate in conducting general household tasks including shopping, cooking and cleaning
• Demonstrate competency in the use of current business technologies such as Microsoft Office applications, mobile phones and client/service databases
• Participate in shifts across a 24/7 roster

3 People management or teamwork activities:
• Actively engage and participate in both line management and clinical supervision on an individual and group basis
• Actively participate in team meetings, staff general conferences, annual performance appraisals and professional development opportunities
• Flexibility to respond and adapt to a demanding workplace and team environment
• Provide positive role modelling to young people through interactions with colleagues and within the team

4 Compliance requirements and quality control activities:
• Participate in on-going programme evaluation and action research as appropriate
• Maintain Centacare Tasmania’s Quality Assurance processes and participate in any audits, either internal or external
• Support the achievement of strategic and operational plans
• Participate in partnership and feedback processes with other stakeholders as appropriate
• Participate in and contribute to sharing business information and appropriate client service delivery outcomes
• Provide ad hoc reports as requested and to analyse or improve service delivery
• Have a good understanding and knowledge of the Agency and programme’s mission, objectives and core values
• Demonstrate an understanding and knowledge of all relevant external legislation and internal policies and procedures that relate to the position and Centacare Tasmania
• Participate in and contribute to Quality Improvement processes and other activities to meet Service and Out National Out of Home Care Standards.

Risk and Workplace Health & Safety:

The Archdiocese of Hobart is committed to ensuring that our operations at all Agencies are conducted with proper regard for health and safety of all.
You are required to observe safe work practices in accordance with training and instruction given and report any risk to your immediate supervisor. Risks arising in the workplace may be financial, site, task or person specific or related to safety.
All employees of the Archdiocese of Hobart will conduct themselves responsibly with proper respect for established rules and procedures and they will consistently perform their jobs with proper regard for the health and safety of others.
We expect all employees to participate in and contribute to Workplace Health and Safety activities, including participation in the consultative processes provided by the organisation, to ensure a safe work environment for clients, our community, employees and visitors.

Key Communications Linkages:
• This position reports directly to the Regional House Co-ordinator and State Residential Care Manager
• The position takes guidance from the Therapeutic Specialist regarding the development and maintenance of a therapeutic environment within each house and appropriate behaviour response strategies.
• This position works alongside Youth Worker to ensure the smooth operation of the Therapeutic Residential House
• This position will liaise with Child Protection Case Managers, as appropriate and when required.
• This position will liaise with extended family and significant others in a young person’s life
Position Impact:
This role does not have responsibility for other employees or any budget allocation.

Selection Criteria

Essential requirements

1. An understanding of, and commitment to, the operations of the Catholic Church and a commitment to the identity and mission of Centacare Tasmania.

2. Essential background:
   i. Dip in Youth Work or equivalent.
   ii. Full, unrestricted Tasmanian Driving Licence
   iii. Working with Children’s Check
   iv. Current First Aid Certificate

3. Experience of working with young people who present with challenging behaviours, and the ability to implement non-punitive strategies when responding to these behaviours.

4. Demonstrated understanding of trauma informed practice and provision of a therapeutic environment for young people.

5. Demonstrated experience and understanding of the principles which underpin working within a Key Worker or case management model for young people

6. Well-developed interpersonal and communication skills which include the ability to negotiate, liaise and consult with young people, colleagues and other service providers.

7. Demonstrated flexibility to work according to young people’s needs and the ability to participate in a 24/7 roster.

8. Possess a sound knowledge of relevant statutory requirements, including Mandatory Reporting, Workplace Health and Safety, Duty of Care, Privacy and Confidentiality, Children, Young People and their Families Act and Anti-discrimination legislation.

9. Ability and willingness to undertake the relevant employee screening processes, including the provision of a National Police Criminal History Check satisfactory to the Archdiocese of Hobart.