



Giving Hope. Nurturing Dreams. Inspiring Youth to Thrive.

POSITION DESCRIPTION

Position:	On Call Support Officer - Intensive Therapeutic Care (ITC) Residential and Foster Care Services
Hours:	5pm to Midnight 7 nights per fortnight
Salary:	SCHADS Award Grade 4 Level 1-4
Terms of engagement:	Permanent Part Time 30 hpw
Location:	17 Keen Street Lismore
Responsible to:	General Manager Programs & Development and On Call Manager (Rita)
Direct Staff Supervision:	Nil
Indirect Staff Supervision:	Debrief/ supports and advises therapeutic care workers and foster carers
Qualifications:	Certificate IV, Diploma or Degree in Youth Work/Community Welfare/ Social Science or other relevant qualifications and/or a strong background in youth/human services
Licences:	Essential Requirement – Current Australian State or Territory Drivers Licence
Key Responsibilities:	<ul style="list-style-type: none">• First response to crisis in person and by phone when requested by On Call Manager• Attend residential houses as directed for support• Assist carers and therapeutic care workers support through incidents• Effective communication• Support the Therapeutic Care Worker with CASPA Policy and Procedure after hours• Documentation- entering information on client management system - FamCare• Administrative, assisting on a daily basis with the administrative duties within the intensive therapeutic teams• Compliance with the WHS Act• Coordinate and lead search for CYP if they have absconded – liaise with the Police as key contact• Professional resilience to maintain relationship with CYP and return safely with CYP from instances whereby CYP have absconded

DUTY STATEMENT

Position: On Call & Administrative Support - Intensive Therapeutic Care (ITC) and Foster Care

Your main duties will be:

Assist carers and youth workers support through incidents

- Maintain a thorough knowledge and understanding of Policies and Procedure, Operations Manual, client schedules and client care plans so as to continually monitor the performance and adherence to plans by Youth Workers
- Act as a positive role model with residents and also with colleagues
- Provide opportunity for debriefing

Effective Communication

- Microsoft Outlook to be utilised for daily email correspondence
- Microsoft Word & Excel programs to be utilised for daily administrative tasks

Procedures

- Ensure you are up to date with all Policy and Procedures for both Foster Care and Intensive Therapeutic Care

Documentation

- Correspondence to be entered on the CASPA Client Data base FamCare
- Update client files and information when required
- Complete mandatory reporting and attach these details to internal incident reports

Administrative Duties

- Reporting matters of interest and/or significance to the On Call Manager, Program & Development Manager and Foster Care Program Manager
- Assist in appropriate reporting of call register/ incident reports/ Case notes and any other necessary reports

Compliance with the WHS Act

- Ensuring the safety and general wellbeing of therapeutic care workers
- Understand and observe the principles of the Act
- Safe work practices
- Report hazards and incidents to direct line managers
- Work cooperatively with all staff to maintain a safe and secure environment

Selection Criteria

Essential

- Experience in ensuring a therapeutic environment is developed and maintained
- Relatable intensive therapeutic on call experience
- Experience working with children with a traumatic history

Desired

- Proven exceptional communication skills and practice
- Proven administrative and time management skills/knowledge/qualifications
- Qualifications in Community Services/Youth Work an advantage

Working with Children Checks and Prohibited Employment Declarations are requirements for all child related employment.

Other duties as required by the organisation

I acknowledge that I fully understand the job description above and accept the duties of the position as stated.

Signed: Date:

Print Name