

**POSITION DESCRIPTION**

<b>Position:</b>	<b>NPSS Therapeutic Care Worker</b>
<b>Hours:</b>	Shift Work / Variable
<b>Salary:</b>	SCHADS Award Grade 3 Level 1-4 Full Time Base Salary \$57,120.44 to \$61,292.40
<b>Terms of engagement:</b>	Various Fixed Term Casual and possible PPT arrangements
<b>Location:</b>	Various Locations Northern Rivers, and Mid North Coast NSW
<b>Responsible to:</b>	Staffing Planners and OOHC Team Leader
<b>Essential Criteria:</b>	A diploma qualification in youth work/Welfare/Community Services/Disability Services or related fields or equivalent experience in a relevant sector with a willingness to obtain.
<b>Licences:</b>	<b>Essential Requirement</b> Current Australian State or Territory Drivers Licence, Current NSW Working with Children's Check and Current First Aid, Criminal History Check
<b>Vision:</b>	<i>Giving Hope, Nurturing Dreams, Inspiring Youth to Thrive.</i>

**Benefits:**

- CASPA actively supports staff to have a healthy work life balance
- Our Program Support workers are paid competitively at SCHADS Level 3
- Free gym membership to support your wellbeing
- An In-House team of therapists and clinicians to support your training and development and personal wellbeing in the workplace
- Access to internal and external training opportunities and workplace mentoring
- Great professional development opportunities for those who want career progression
- An Employee Assistance Program, a free and confidential counselling service
- An excellent end of year celebration to reward all carers and staff for their dedication and commitment to the role. Additionally, we promote team work and have a social approach to our work with lots of opportunities for connecting with each other for support
- As a not-for-profit organisation, our employees are able to take advantage of salary packaging to receive up to \$15,900 of their salary tax-free, as well as additional meal and entertainment benefits

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### **Purpose of the position:**

The program support worker will be responsible for facilitating and supervising meaningful family visits for children who are in out of home care, transport of children, young people and their families to supervised visitations and writing detailed and family centred observation. Other duties include providing respite care sessions including overnight care to children and young people to supports parents and carers with rest and recuperation and to provide opportunities for meaningful therapeutic relationships to form with children and young people or where a child requires an emergency placement before a more suitable placement can be sought. Emergency care often requires a roster of staff to enter one of our homes or short term accommodation to care a children. The program support worker also provides direct mentoring and face to face support for children and young people in CASPA programs aimed at skill building and resilience and also preparation for independence.

### **Key Responsibilities and Duties:**

- Emergency respite work including, short stay motel accommodation
- Work with children, young people and their families who require support, to achieve goals identified as part of individual case plans and work independently to carry out the service
- Record all contact with service users including evidence based, observational reports of supervised visitations between child and families using CASPA's case management system, Famcare. (Training provided).
- Support relevant service users working in areas of Aboriginal Cultural Support, living skills development and leaving care planning and CASPA mentoring programs
- Ensure compliance as a mandatory reporter and follow CASPA's child protection policy as well as legislative requirements.
- Assist in the training of colleagues in Non Placement Support Services (NPSS) facilitation by overseeing shadow shifts (experienced staff only)
- Perform other ad hoc duties as identified by Supervisors and Managers
- Comply with al CASPA policies and procedures
- Other duties as reasonably directed by the CEO, OOHK Services Teamleader and Staffing Planners

**Duties and standards** in caring for the young person, our Program Support Worker daily duties involve:

- Activity based Mentoring support for children and young people
- Supervised Family visits utilising a therapeutic approach to facilitate meaningful relationships and skill building in families in the child protection setting
- Supervised transport for family visitations and other activities as required
- Work within a multidisciplinary team of therapists, psychologists, special educators and social workers/caseworkers to promote healing care environments and opportunities for children, young people and families.
- Work with children with individual and complex needs such as autism and other disability and mental health diagnoses through individualised school, home and community based programs and support
- Superior quality customer service approach to the delivery of specialist services

- In placement Youth work support, maintaining a high standard of cleanliness, tidiness and comfort in the home environment
- Observing safety standards and protocols for that particular home and young person
- Assisting with homework and engaging in suitable activities
- Working with the child to learn life skills in a planned supported way
- Monitor the child's supply of clothing, footwear, school materials and other belongings
- Support the children and young people to maintain important links with their family of origin, friendship networks and the local community
- As part of the team, identify areas where the child's needs could be better met
- Provide high quality support, mentoring, care and assistance to service users in home/residential or recreational settings in accordance with CASPA policies and procedures
- Provide assistance to families and carers to minimise harm and promote wellbeing of children and young people in accordance with the Child and Young Person Care and Protection Act 1998

Our Program Support Workers are expected to establish a therapeutic care environment and positively manage the young person's behaviours by:

- Building rapport with the child and providing emotional support
- Providing the child with consistent messages in relation to the desired behaviours and outcomes that are directed within the child's plan and overseen by the clinician
- Focussing on the child's positive behaviours through praise and encouragement
- Working together with the Clinical team and Caseworkers to develop therapeutic interventions that will assist the child with complex issues such as grief and loss, making friends, managing their feelings and keeping safe
- Encourage child in identifying tools that help them label and manage their emotions, such as art, recreation, journaling and music
- Monitoring their own emotional state during the child's escalations and remaining calm
- Provide professional, flexible and accountable therapeutic care, supervision and support to children & young people in CASPA's programs
- Follow a strength based practice building the self-esteem of children and young people
- Provide appropriate role modelling which aligns with CASPA core values and demonstrates a person centred approach to care and support
- Work within CASPA's therapeutic trauma informed framework at all times
- Provide flexible conflict resolution opportunities where the need arises to avoid incidents
- Follow the individual Support Plans for each child and young person
- Assist with safe administration of medications as needed
- Provide a homely environment at the residences including duties such as cleaning, shopping, cooking etc and role modelling these to the child or young person
- Be aware of and responsive to the routines and changing needs of children and young people
- Provide safe transport to CASPA young people in line with CASPA policy and procedure
- Liaise with families within the protocols of the organisation

Participate and positively contribute to the CASPA team culture:

- Promote and reflect a positive profile of CASPA by providing high quality care and service at all times
- Develop professional working relationships with other stakeholders both internally and externally and ensure CASPA's integrity is maintained

- Attend and positively participate in all team meetings, supervision and training and development opportunities including clinical and mandatory training
- Provide feedback and work from a collaborative practice model
- Follow CASPA's agreed team approach at all times

Provide accurate and timely written reports to a high standard:

- Formalise observations of client contact in an informative and factually accurate written report within required timeframes

Compliance at all times with Child and Young Person Care and Protection Act 1998:

- Develop and maintain a safe, supportive and fair environment for children and young people in line with the parameters of the Child and Young Person Care and Protection Act and NSW Child Safe Standards for Permanent Care 2015 ensuring children's rights and responsibilities are upheld
- Have a thorough understanding of the United Nations Charter of Rights (Convention on the Rights of the Child) and ensure your work practices promote these at all times
- Demonstrate a commitment to social justice
- Report risk of harm concerns to the Residential Hub according to Mandatory Reporting Guidelines

Compliance at all times with CASPA's Policy and Procedures:

- Accountable and professional work practices in line with CASPA's vision, policy and procedures and program guidelines
- Uphold the sentiments within our mission statement
- Appropriate use of emergency on call support
- Compliance with CASPA's Code of Conduct, Confidentiality and Privacy provisions

Compliance with the WHS Act 2011 and NSW Anti-Discrimination Act 1977:

- Understand and observe the principles and provisions of the WHS Act 2011 and the Anti-Discrimination Act 1977
- Report all hazards, incidents, near incidents etc. House/Team Leaders in a timely manner
- Work collaboratively with other team members and management to promote a safe and secure work environment

### **Selection Criteria:**

#### *Essential requirements:*

- A diploma qualification in youth work/Welfare/Community Services/Disability Services or related fields or equivalent experience in a relevant sector with a willingness to obtain. Demonstrated ability in working with Aboriginal people, their communities and organisations
- The ability to develop and maintain effective working relationships with stakeholders, other agencies and service providers
- Proficiency in report writing and demonstrated ability to develop, organise and maintain records and reports in a timely manner
- Demonstrated computer skills, including the use of all Microsoft Office applications
- Ability to work autonomously under limited supervision, exercising sound professional judgement and seeking advice and consultation when appropriate as well as working as part of a wider team
- Personal organisation skills including time management and ability to prioritise competing demands
- Understanding of the importance of handling sensitive and confidential client or service information

- Clear Working with Children Check and National Police History Check
- Current, valid Driver's Licence and willingness to transport clients, and travel overnight in regional and interstate areas if required

*Essential skills and attributes:*

- Effective conflict resolution skills, negotiation, mediation and decision making skills
- Demonstrates initiative and an ability to problem solve
- Good literacy skills
- Effective communication skills including written and verbal communication with the ability to exercise these skills with people at all levels

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

Signed: ..... Date:.....

Print Name .....