

POSITION DESCRIPTION

| | |
|-----------------------------|--|
| Position: | Therapeutic Care Worker |
| Hours: | Shift Work / Variable |
| Salary: | SCHADS Award Grade 3 Level 1-4 Full Time Base Salary \$57,120.44 to \$61,292.40 per annum |
| Terms of engagement: | Various Fixed Term Casual and PPT Arrangements to 2020 |
| Location: | Various Locations Northern Rivers, and Mid North Coast NSW |
| Responsible to: | Residential House Leader |

Selection Criteria for application:

- Please tell us your experience working with young people in a residential setting?
- Please tell us about your knowledge and/or experience working within a therapeutic framework?
- Are you prepared to work over a 24/7 roster?

Licences: **Essential Requirement** Current Australian State or Territory Drivers Licence, Current NSW Working with Children's Check and Current First Aid, Criminal History Check

Vision: *Giving Hope, Nurturing Dreams, Inspiring Youth to Thrive.*

Benefits:

- CASPA actively supports staff to have a healthy work life balance
- Our Therapeutic Care Workers are paid competitively at SCHADS Level 3
- Free gym membership to support your wellbeing as well as a fully established team of therapists and clinicians for your personal wellbeing support
- Access to internal and external training opportunities and workplace mentoring including you own team clinical supervision sessions every month.
- 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

Advantage Salary Sacrificing – to find out more visit www.salary.com.au

Purpose of Position:

Duties and standards in caring for the young person, our Therapeutic Care Workers daily duties involve:

- Work within a multi-disciplinary team of therapists, psychologists, special educators and social workers and family and significant others
- Superior quality customer service approach to the delivery of specialist disability services
- 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
- Creating a nutritious meal routine
- Providing transportation
- 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 programs
- 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.
- Promote healing and recovery from trauma and prioritise connection and return to family where able and appropriate.

Our Therapeutic Care 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
- 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

Role requirements, skills and attributes:

Essential requirements:

- Minimum certificate IV in Community Services Disability Support, Youth Work – willingness to obtain
- A minimum of two years relevant experience in working with disability particularly children/young people
- Ability to do shift work and in-home sleepovers, as required

- Experience working therapeutically with children and young people who have experienced trauma
- Ability to accommodate roster changes and meeting the needs of the young people in care and the organisation in relation to picking ups shifts at short notice. We endeavour to complete rosters up to two weeks in advance, though changes may occur due to the nature of the work
- Ability to participate in team meetings, clinical meetings, training and supervision as required
- Successful completion of relevant pre-employment checks including criminal history and working with children checks
- A full Australian Driver's Licence

Essential skills and attributes:

- Ability to work autonomously in an isolated environment, supported by established procedures and with reference to organisational standards and policies
- Ability to build strong working relationships with the Clinical and Casework teams
- An understanding of the intensive nature of working with young people and the possible impacts on the employee's other family and personal responsibilities
- Computer literate and the ability to complete reports and other business processes via the FamCare system (training provided)
- Sound written and verbal communication skills including negotiation and networking, and ability to draft shift reports
- Sound organisational and time management skills

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

Signed: Date:.....

Print Name