

Job Description

Team Member



Job Title: Child and Youth Worker

Department: Out of Home Care Services

Award: Social Community Home Care & Disability Services Award

Classification Level: Level 2

Reports To (Title): Team Leader Residential Care Services

Direct Reports: Nil

About our Organisation

ac.care is a non-government organisation (NGO) that encourages excellence, improvement, and growth at both an organisational and individual level.

Everything we do is underpinned by our core values (CARE - Compassion, Adaptability, Relationships, Excellence). Together, as one team we CARE to ensure all country people experience a seamless and consistent ac.care service in a welcoming and non-judgemental environment.

About the Job

Child and Youth workers work as part of a team providing quality around-the-clock care in a home-based environment to children and young people who have been placed under the Guardianship of the Chief Executive, building healthy, supportive relationships, and role-modelling appropriate behaviours.

You will work within a therapeutic model of care that incorporates Therapeutic Crisis Intervention principles and trauma-informed, intentional, client-centered practices.

Key Outcomes

Job responsibilities

- Participating as required in training and development courses relevant to the service.
- Participating in and actively contributing to staff development reviews.
- Supporting the induction of new staff members ensuring they have a sound understanding of ac.care policy and house operating procedure.
- Operating from the Therapeutic Crisis Intervention and trauma informed intentional practice as taught by ac.care.
- Consulting with other staff, observing and accurately recording young people's behaviour, needs and interactions with others.
- Providing children and young people in care with guidance, support, supervision and protection from harm and exploitation.
- Complying with all policies and procedures of ac.care as well as those specific to the TSBC program
- Maintaining a "child focus" through consideration of a young person's wishes and opinions in decisions that affect his or her life.

Organisational responsibilities

- Demonstrates appropriate and professional workplace behaviours that are in line with ac.care Policy and Procedures.
- Actively participates in ac.care's Performance Development and Review Program.
- Actively promotes and role models the ac.care values of Compassion, Adaptability, Relationships and Excellence and desired ac.care Way behaviours.
- Actively speaks up, reports and challenges bias and intolerance within the workplace, e.g. misconduct, illegal and inappropriate behaviour, conflicts of interest, racism and bullying and harassment
- Maintains a commitment to Equal Employment Opportunity (EEO), Diversity and Inclusion, Ethical Conduct and record keeping within legislative requirements.
- Maintains a commitment to the ac.care Reconciliation Plan (RAP), demonstrating respect and support for Aboriginal and Torres Strait Islander people.

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Initial: _____

Date: _____

Page 1 of 5



Job Description

Team Member

- Actively supporting and participating with young people in a range of recreation, education and personal development programs. (eg practical living skills.)
- Assessing and responding to the individual needs of young people in care (in particular any cultural considerations).
- Modeling appropriate behaviours.
- Promoting, encouraging and ensuring positive relationships with peers, carers, parents, family members, significant others and the community.
- Providing opportunities for young people to experience success and realise their potential.
- Monitoring and reporting circumstances to the line manager where maintenance is required of furniture, domestic appliances, office equipment, vehicle(s) and the house.
- Where required and within developed procedures assist by purchasing clothing, household goods and other items required for children in care and maintenance of the house.
- Maintaining a high level of care, safety and supervision for young people in your care.
- Monitoring and actively addressing the physical and psychological safety of the residential environment.
- Taking appropriate steps to help minimise the impact of critical incidents.
- Assisting in the development of a nutritious/healthy menu. Prepare and provide meals, snacks and drinks for children/young people in care, and, where appropriate, undertake these tasks with the assistance of children and young people in care.
- Assisting young people who have offended to understand the impact of their offending behaviour.
- Reporting any allegation or concern about abuse or inappropriate care of children or young people.
- In co-operation and with the assistance of other house staff (and where appropriate with the assistance of children and young people in care) ensure the house is maintained in a clean, hygienic and tidy state, and ensure that all linen and clothing of children and young people in care is maintained, cleaned and, where appropriate, pressed.
- Transport young people to schools and other destinations using agency vehicles.
- Perform other duties allocated appropriate to position and organisational needs, and to undertake any relevant task as directed by the manager as part

- Actively contributes to a culture and environment where children and young people's safety and wellbeing is at the centre of thought, values and actions.

Work Health and Safety responsibilities

- Accepts responsibility for own and others safety.
- Actively participates in consultation about work, health and safety issues.
- Identifies and reports hazards and incidents and identifies risk controls where appropriate.



Job Description

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of the employer/employee relationship within the scope of the role.

- Actively participating in staff training and development, supervisory sessions, house and staff meetings and other work team activities.

Key Relationships

- Works collaboratively with ac.care executives, senior managers, program managers, staff and volunteers.
- Develops and maintains positive relationships with ac.care partners, other Non-Government Organisations (NGO) and local community businesses.
- SA and Commonwealth Government Departments, e.g. Department of Human Services, Department of Health, Department for Child Protection and other government departments as required.

Special Conditions

- ☒ Hold a current SA drivers' licence 'Class C' or interstate equivalent
- ☒ Be 21 Years of age

Satisfactory Employment Screening Assessment(s) required for this role in line with ac.care Policy:

- ☒ Working with Children Check
- ☒ National Police Check
- ☒ Psychological Suitability Assessment
- ☐ Medical or Functional Assessment
- ☒ Out of hours work may be required from time to time
- ☒ First Aid Certificate
- ☒ Shift Work rotating over a 7-day roster
- ☒ work alone during night shift and may work alone for varying periods during other shifts
- ☒ Client transportation required and/or client visitation outside of the office required
- ☒ Intra and interstate travel may be required

Key Selection Criteria

Essential

- Minimum Certificate IV in Child, Youth & Family Intervention or a willingness to complete such a qualification within 12 months.
- Knowledge of the effects of trauma and abuse, attachment issues and behaviour management in relation to children in care.
- Ability to understand how personal experiences shape values, beliefs and responses to children, families and colleagues.

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Initial: _____

Date: _____

Page 3 of 5



Job Description

Team Member



- Demonstrated understanding of confidentiality and privacy, including principles around sharing information about children and families.
- Ability to work effectively under pressure.
- Ability to remain child-focused and respond rather than react when young people are in crises.
- Ability to learn and work within a model of trauma informed intentional practice
- Ability to engage in reflective practice individually and collectively with your work team.
- Great oral and written communication skills, professionalism and excellent facilitation skills.
- Ability to use a range of software data management systems, including MS Office suite.

Highly Regarded

- Experience working with Aboriginal and Torres Strait Islander peoples, families and communities.
- Experience working with people from culturally and linguistically diverse (CALD) backgrounds.



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Opportunities for life... for amazing people

Competencies



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Competency	Behavioural Indicators
Shapes strategic thinking	<ul style="list-style-type: none">Align own work activities to ac.care strategic goalsDemonstrate responsibility for achieving results and agreed targets
Achieves results	<ul style="list-style-type: none">Be productive, prioritise work through effective planning, monitoring and time managementIdentify causes for lack of success, which may or may not involve yourself, and take action to ensure future successParticipate in team decision making and achievement of outcomes
Drives business excellence	<ul style="list-style-type: none">Listen, ask questions, make suggestions and raise challenging issues and seek alternative ways of workingSupport new system improvement initiatives and technologies
Leading self and others	<ul style="list-style-type: none">Exercise situational leadership through sharing ideas and actions that drive improvementsShare skills, knowledge and encourage others to learnConsider how your actions and interpersonal style and words may impact others
Builds relationships and engages others	<ul style="list-style-type: none">Collaborate with others to achieve shared outcomes, shared ideas, approaches or insightsListen, be open to the inputs of stakeholders, individual viewpoints, opinions, experiences, values and beliefs

EMPLOYEE ACCEPTANCE

I acknowledge that I have read, understood, and agree to the job description.

Date: Signature:

Compassion, Adaptability, Relationships, Excellence

Initial: _____

Date: _____

Page 5 of 5

