

Position Description

Team Member



Job Title: Child and Youth Worker	Program: Residential Care
Award: Social Community Homes Care and Disability Services Award	Classification Level: 3
Reports to (Title): Team Leader Residential Care Services	Direct Reports: None
Leader Signature: _____	Date: _____
Incumbent Signature: _____	Date: _____

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 (CYWs) work as part of a team providing quality around-the-clock care in a home-based environment to children and young people with a range of needs 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-centred practices. The role operates under guidance and within established plans, procedures and escalation pathways.

Key Responsibilities

Work Health Safety and Wellbeing (WHS&W)

- Comply with all WHS&W policies, and procedures.
- Actively seek to identify and report workplace hazards and cooperate in the application of appropriate controls.
- Report any workplace incidents in a timely manner.
- Actively contribute to a psychologically safe work environment.
- Maintain personal wellbeing by effectively managing workload and stress levels.
- Accepts responsibility for own safety and the safety of others on shift.
- Identifies, responds to and escalates WHS risks, in an informed and experienced manner.
- Actively participates in consultation on health and safety matters.

Professional Development Responsibilities

- Participate as required in training and development courses relevant to the service.
- Actively participate in ac.care's Performance Development and Review Program.
- Operate from the Therapeutic Crisis Intervention and trauma informed intentional practice as taught by ac.care, and support less experienced CYW's in developing the necessary skill and knowledge.
- Attend and actively participate in staff training and development, supervisory sessions, house and care team meetings and other work team activities.

Caring Responsibilities

- Provide therapeutic care to children and young people, including managing complex behaviours, coordinating care within a shift and supporting other staff.
- Actively support children and young people to develop and maintain their connection to their culture, family and country.
- Consult with other staff, observe and accurately record young people's behaviour, needs and interactions with others.
- Provide children and young people in care with guidance, support, supervision and protection from harm and exploitation.
- Maintain a "child focus" through consideration of a young person's wishes and opinions in decisions that affect his or her life.
- Actively support and participate with young people in a range of recreation, education and personal development programs. (e.g. practical living skills.)
- Assess and respond to the individual needs of young people in care (in particular any cultural considerations).
- Model appropriate behaviours.
- Exercise independent judgement in responding to complex, non-routine or escalating situations within approved frameworks. Provide opportunities for young people to experience success and realise their potential.
- 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.
- Maintain a high level of care, safety and supervision for young people in your care.
- Take appropriate steps to minimise impact of incidents; records and reports.
- Monitor and actively address the physical and psychological safety of the residential environment.
- Lead de-escalation and immediate incident responses and ensure appropriate escalation and follow up, including contribution to post-incident review.
- Assist 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.
- Assist young people who have offended to understand the impact of their offending behaviour.
- Report 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.

- Contribute to the effective coordination of care and staff responses within a shift to ensure consistency, safety and therapeutic outcomes.

Job responsibilities

- Assist Team Leader in the induction of new staff members to ensure they have a sound understanding of house operating procedure.
- Comply with all policies and procedures of ac.care and those specific to the TSBC program
- Promote, encourage and ensure positive relationships with peers, carers, parents, family members, significant others and the community.
- Monitor and report to the Team Leader any maintenance required of furniture, domestic appliances, office equipment, vehicle(s) and the house.
- Perform other duties allocated appropriate to position and organisational needs, and undertake any relevant task as directed by the team leader as part of the employer/employee relationship within the scope of the role.
- Support the implementation and review of individual care plans, behaviour support plans and safety plans.
- Provide direct therapeutic support to any and all children and young people residing within the contracted facilities within the regional area as directed in accordance with business requirements.
- Undertake requirements of the role in any house within the regional footprint as directed by Leadership.
- Provide guidance, support and informal mentoring and coaching to less experienced staff, supporting skill development, including during complex situations.
- Ensure accurate, timely and high-quality recording and reporting of incidents, behaviours and outcomes.

Organisational responsibilities

- Demonstrate appropriate and professional workplace behaviours in line with ac.care Policy and Procedures.
- 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 demonstrating respect and support for Aboriginal and Torres Strait Islander people.
- 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.
- Actively participates in ac.care's Performance Development and Review Program.



Key Relationships

Who	Why
Internal	
Peers (CYWs)	• Mentor and guide less experienced CYWs • Provide support in the provision of care to children and young people in care. • Exchange information
Team Leader	• Receive general direction, advice and guidance • Report in depth on events occurring during shifts and escalate as required. • Report maintenance or repairs required. • Actively contribute to care planning.
Regional Manager	• Receive direction, advice and general guidance • Provide considered reflection on the needs of children and young people.
External	
Organisation partners and stakeholders	• Work collaboratively to achieve optimum outcomes for children and young people • Actively engage and foster effective community partnerships
DCP Representatives	• Exchange information with DCP Representatives • Liaise and partner with DCP caseworkers and stakeholders as required within role scope, including contribution to the development of care plans

Special Conditions

- Hold a current SA drivers licence 'Class C' or interstate equivalent
- Working with Children Check (WWCC)
- National Police Check (NPC)
- Psychological Suitability Assessment (PSA)
- First Aid Certificate
- Reasonable additional hours of work may be required from time to time
- Intra and interstate travel may be required

Key Selection Criteria

Essential

- Have completed Certificate IV in Child, Youth & Family Intervention or be prepared to enrol in within six months and complete within 18 months of commencement
- Demonstrated experience providing care and support to children and young people with trauma backgrounds and complex behaviours.
- Demonstrated understanding of the effects of policies and practices on Aboriginal and Torres Strait Islander people and the impact of the inter-generational trauma as a result.
- Demonstrated understanding of the effects of trauma and abuse, attachment issues and behaviour management in children and young people with trauma backgrounds.
- Clear understanding of how personal experiences shape values, beliefs and responses to children, families and colleagues.
- 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 crisis.
- Ability to learn and work within a model of trauma informed intentional practice.
- Ability to engage in reflective practice individually and collectively with your fellow CYWs.
- Ability to provide leadership and support to less experienced colleagues.
- Sound oral and written communication skills.
- Ability to use a range of basic software systems, including MS Office suite.
- Demonstrated capacity to exercise autonomous judgement in challenging and high-pressure environments.
- Strong understanding of trauma, attachment and therapeutic crisis intervention.
- Ability to remain child-focused and reflective during crises.

Highly Regarded

- Experience working with Aboriginal and Torres Strait Islander peoples, families and communities.
- Experience working in the community services or not-for-profit sector.
- Experience working with people from culturally and linguistically diverse (CALD) backgrounds.
- Understanding of the challenges and opportunities in delivering services to people with high complex needs.
- An understanding of the impact of adverse childhood experiences on the developing brain.