

## Role and Responsibility Statement

### HOUSE MANAGER

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#### Background

Silky Oaks provides a broad range of individual and family-focused services. We encourage a collaborative approach between different organisations and support networks in the community to provide a more meaningful and holistic service for our clients. We work hard to ensure flexibility and innovation in our program design and delivery to ensure we are responsive to needs without sacrificing excellence.

Silky Oaks provides a variety of programs including:

- Childcare Centre
- Youth Outreach Programs
- Therapy and Counselling
- Housing and Family Support
- Youth Residential Care
- Opportunity Shop

To find out more information about our organisation, please visit <http://www.silkyoaks.org.au/our-programs/>

#### Our Vision, Mission and Core Values

##### Our Vision

Children and families reaching their full potential.

##### Our Mission

To provide within a caring, supportive, Christian environment, a comprehensive range of high quality residential and community services to ensure that children and their families are protected, nurtured and empowered to build better lives.

##### Our Core Values

- Care and safety
- Quality
- Respect for others
- Ethics, honesty and integrity
- Stewardship and accountability

#### Organisational Context

Our House Managers play an essential role in the organisation. A House Manager works within one or more of Silky Oaks residential care properties located throughout south-east Queensland.

The House Manager provides front-line management and coordination support for young persons that are under care from the Queensland government and Silky Oaks. The role is required to lead a team approach within the residential cottage for the benefit of the young persons and to ensure compliance with agreed standards. In addition, the House Manager has significant links into the corporate services functions of Silky Oaks including finance, people and culture, facilities, WHS, quality and compliance, and technology.

The House Manager reports directly to the Residential Programs Manager and is a member of the Programs team.

#### Qualifications & Experience

To succeed in this role, the following minimum qualifications and experience are required:

- Bachelor degree in human services, social work or other discipline.

- Extensive understanding and experience working within the child safety and residential care environment.
- Excellent leadership, management, and negotiation competencies.
- Excellent verbal and written communication skills.
- Experience in providing line management support and clinical supervision.
- Experience working within the Human Services Quality Framework (HSQF).
- The ability to work collaboratively as well as independently.
- The ability to maintain strict confidentiality around all information within the organisation.
- Proficient use of the Microsoft Office suite and general IT/Technology systems.
- Experience working in a similar sector or organisation in the not-for-profit or non-government sector.

### **Key Responsibilities**

The key responsibilities of the House Manager include:

#### **Program Management**

- Ensure personal performance and professional behaviour is maintained regarding verbal and written communication and interactions with all stakeholders, and promote a professional dress code in accordance with the ideals, standards and organisational objectives of Silky Oaks Children's Haven.
- Liaise with the Department of Child Safety, Youth and Women and other government bodies and stakeholders, and meet administrative and documentation requirements of the agencies.
- Serve as liaison between program and community resources.
- Provide relevant information to client's families, care givers and service providers in accordance with legislation, and the policies and procedures of Silky Oaks Children's Haven.
- Maintain and monitor the security and professionalism of information including client data, meeting minutes, and supervision and training documents.
- Ensure that the Residential Programs Manager or delegate, is fully briefed about all matters relating to each young person and the effective operations of the residential unit.
- Contribute towards the development and maintenance of policies and procedures for residential houses to maintain compliance with standards of care and contractual obligations.
- Participate in licensing preparation, reviews and ensure service delivery meets licensing standards.
- Participate in regular case planning reviews and supervision with the Residential Programs Manager.
- In liaison with the Residential Programs Manager or delegate, keep facility appropriately staffed and resourced at all times.
- Provide some live-in rostered shift-work including sleepover and on-call duties as required.
- Complete reporting requirements in a timely manner.
- Attend and contribute to relevant meetings as required.

#### **Team Management**

- Provide supervisory care for a team of support workers in an out of home care residential setting.
- Comply with policies and procedures, and regulatory requirements and legislation in relation to the recruitment and management of staff.
- Participate in the recruitment and management of support staff for the residential service.
- Coordinate and lead support staff in all aspects of their work including, induction, supervision, performance management, health and safety, development and support, debriefing, time sheets and leave applications.
- Manage the rostering of residential support workers ensuring that clients have appropriate care, and that workers have received the appropriate training and experience required to perform their role.
- Ensure that support staff adhere to relevant policies and procedures and regulatory requirements of their work.

- Review Case Plans, delegate relevant tasks to support worker team and ensure that residential support workers are implementing individualised care plans.
- Facilitate regular staff meetings, organise agendas for team meetings, record attendance data and take minutes at the meetings as required.
- Maintain accurate records of staff performance.
- Provide information and recommendations to the Residential Programs Manager or delegate regarding client, and support worker service delivery issues, and training needs.

### Case Management

- Ensure the provision of supervisory care including physical, emotional, and social for a group of individual young people placed at Silky Oaks within the bounds legislation, relevant standards, Silky Oaks' policies and procedures, and funding body requirements.
- Act as an appropriate adult role model, communicating effectively with the young people using appropriate behaviour management techniques.
- In coordination with Residential Programs Manager or delegate, arrange for the screening, pre-placement and intake of new clients, as well as assisting in reviews and transition of discharged / transitioning of existing clients.
- Assist with the development of case plans, collate client reports and oversee case plan implementation ensuring the proper recording and completion of relevant documents for this process.
- Ensure the accurate and timely reporting of incidents or events relating to young people in care to appropriate line management using relevant written or verbal communication in line with policies and procedures.
- Develop and maintain functional and supportive relationships with clients in residential care in order to promote positive outcomes for clients.
- Complete effective and supportive direct service work with children and young people in the program and, where applicable, their families.
- Contribute to the development of group cohesion within the unit, promoting positive interactions and engagements, and social and recreational opportunities.
- Ensure the maintenance of an appropriate level of care, safety and supervision of young people and children utilising current practices in therapeutic interventions for children and young people in care with regard to trauma and/or attachment-based behaviour.
- Ensure the provision of effective and appropriate liaison regarding children and young people with education providers, and other relevant agencies.

### Resource Management

- Contribute to the development and maintenance of a safe, secure and planned environment where children and young people's developmental needs are effectively met.
- Exercise a broad understanding and control, involving the planning and coordination, as well as, evaluation and reporting of existing and new program initiatives, as well as the development of budgets and review of accounts to ensure effective monitoring of expenditure.
- Generate maintenance requests as required, and ensure responsible management of the allocated house budget and petty cash and ensure services are delivered within the allocated budget.
- Manage time, recognise and act on priorities, plan and organise personal workload, and that of other staff and or volunteers.
- Maintain accurate records and reports on a daily basis, including the review of shift logs and completion of regular administrative paperwork.
- Complete residential management responsibilities including: monthly staff schedule, supplies shopping, budgeting, property maintenance, health and safety, quality assurance, etc.

### General

- Any reasonable workplace request or direction of the Residential Programs Manager or Chief Executive Officer (CEO) or their delegate.

- Take reasonable care for their own health and safety and that of other workers who may be affected by their conduct.
- Attend and positively contribute to team meetings as scheduled.
- Comply with the relevant Personal History check (LCS2) as required, and maintain a current Blue Care (Child Related Employment) as per legislation.
- Adhere to all organisational policies, procedure handbooks, and work instructions.
- Develop and maintain positive and effective relationships with other Silky Oaks programs.
- Participate in ongoing professional development as directed.

**Key Relationships**

Internal

- Chief Executive Officer
- Executive leadership Group
- Residential Programs Manager
- All workers, volunteers and contractors

External

- Government organisations
- Community Services Agencies
- Contractors and consultants
- Neighbours
- Broader community