

Role and Responsibility Statement

RESIDENTIAL SUPPORT WORKER

Background

Silky Oaks Children's Haven (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

For more information about our organisation, 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

The Residential Support Worker plays an essential role within the organisation. The role is primarily responsible for care and development of children and young people of both genders and of ages ranging from 0 – 17 years, who are under the care of the Department of Child Safety, Youth and Women, as well as Silky Oaks. The role involves providing 24-hour direct care, seven (7) days a week, 365 days per year. The Residential Support Worker operates within a close team network to provide support and consistency in the residential cottage. Our residential care properties (cottages) are in the South-East Queensland area, spanning the Moreton, South East and South West regions..

Our Residential Support Workers are members of the Silky Oaks Programs Team. While they may be assigned to work in a particular cottage, there will be times when they will be expected to work across other cottages.

The role reports directly to the House Manager with the program overseen by the Residential Program Manager.

Qualifications & Experience

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

- Minimum Certificate IV level qualification in a relevant child welfare or a child well-being course, or be working towards obtaining the qualification.

- A demonstrated understanding of the needs of children and young people in care and the ability to connect and work effectively with children, young people and their families.
- An ability to establish warm, nurturing and responsive relationships with children and young people to sensitively meet their needs.
- An understanding of child development, trauma and behaviours of children and young people who display challenging behaviours that can vary between individual clients but typically include physical and verbal aggression, threats, absconding, self-harm, property damage, defiance and anti-social behaviours.
- An ability to create an environment that nurtures, stimulates, and encourages the development of children and young people towards recognising their full potential and the achievement of the case plan goals.
- An ability to support children and young people in developing their own support networks in the community.
- Excellent verbal and written communication skills.
- 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.
- Maintain and hold a valid Queensland drivers licence.

Key Responsibilities

The key responsibilities of a Residential Support Worker are listed below.

Daily Care and Therapeutic Support

- Provide therapeutic and supervisory care and support to children and young people placed in the care of Silky Oaks, with a firm understanding of trauma and attachment.
- Have a clear understanding of the *Statement of Standards* and how these standards relate to the care provided to children and young people in our care.
- Ensure all work is adhered to within the boundaries of the Child Protection Act, 1999, and the *Statement of Standards*.
- Contribute to the practical functioning of the residential cottage including cleaning, cooking and other relevant day-to-day household tasks. It is an organisational requirement that a clean and safe living environment is upheld every shift.
- Act as an appropriate role model while providing clear and consistent boundaries and structure, with opportunity for choice, responsibility and natural consequences. This will assist our children and young people to learn and develop from their experiences.
- Support the children and young people's daily needs such as hygiene, health and nutrition.
- Support the case plan and care plan goals, behavioural support plan as well as therapeutic intervention plans/strategies of the children and young people.
- Understand all documented therapeutic strategies and ensure that responses during crisis align with behaviour/therapeutic support plans, as well as the needs of the child. Keep in mind that behaviours are usually symptoms of an underlying issue.
- Transport and support our children and young people to, from and during activities or appointments that are essential to their personal growth.
- Promote positive relationships, when appropriate, between young people and their family.
- Report incidents or events relating to our children or young people to the appropriate line management using approved relevant written or verbal communication.

Teamwork and Culture

- Attend and actively participate in fortnightly team meetings.
- Attend and participate in monthly supervision.
- Attend and actively engage in mandatory training within the specified timeframes.
- Work in collaboration with the team to ensure the daily cottage routine is adhered to and the needs of the children and young people are met.
- Work as an equal and effective member of the team when it comes to housework and completion of required documentation such as daily logs, critical incident reports, communication book entries, diary entries and recording of petty cash.
- Ensure that a thorough shift handover is provided to the incoming shift worker every shift.
- Uphold organisational code of conduct, client and peer confidentiality, handbooks and all policies and procedures including WH&S requirements.
- Promote a positive work environment of professionalism, trust and respect for all children and young people, as well as internal and external persons.

General

- Take reasonable care for your own health and safety and that of other workers who may be affected by your conduct.
- Comply with the relevant Personal History check (LCS2) as required and maintain a current Blue Care (Child Related Employment), as per legislation.
- Develop and maintain positive and effective relationships with other Silky Oaks programs.
- Follow through with any reasonable work related request by a House Manager.

Key Relationships

Internal

- Chief Executive Officer
- Clients
- House Managers
- Residential Programs Manager
- All workers, volunteers and contractors

External

- Departmental staff
- External agencies
- Schools
- Emergency services
- Family and relatives
- Therapeutic supports