

Role and Responsibility Statement

SOUTH WEST REGION STREET TEAM 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:

- Child Care 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 Street Team to be based within the South West Region area (Ipswich) is committed to providing support to young people (primarily aged between 12-17 years) transitioning from Department of Child Safety, Youth and Women's care who have limited support networks in part due to homelessness or risk of; disengagement, Youth Justice orders; illegal substance issues, or unemployment and to reduce the barriers they have in attaining skills to become positive and productive members of society.

Young people in the care of the Department currently in the process of transitioning from care who:

- Have disengaged from Departmental support and who have limited support networks
- Are homeless or at risk of homelessness
- Have disengaged from education and/or are unemployed
- On dual orders with Youth Justice
- Have ongoing drug and alcohol issues

Our Street Team is a member of the Silky Oaks Residential Program team. The Street Team Support Worker reports directly to the House 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 young people in care and the ability to connect and work effectively with young people using well developed communication skills.
- 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.
- The ability to accept and value each young person as individuals and to create an environment which nurtures, stimulates and encourages the development of young people towards independent living.
- An ability to support young people in developing their own support networks in the community
- Demonstrated integrity with respect to such matters as confidentiality and client interests.
- Maintain the relevant Personal History Check (LCS2) and Blue Card requirements.
- 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.

Key Responsibilities

The key responsibilities of the Street Team include:

Daily Care and Therapeutic Support

- Complete daily shift reports detailing support and assistance provided to young people.
- Complete incident reports for any behaviour that involves a criminal act, physical violence, significant verbal aggression and the use of illicit substances.
- Set clear and consistent boundaries when working with at risk young people based on mutual respect.
- Assist and support young people in setting personal goals and taking ownership of the direction of Departmental case planning and transition from care planning.
- To encourage personal ownership of consequences for anti-social behaviours.
- Empower young people to develop skills that will be required to successfully transition from care; the emphasis is on assisting the young person to complete tasks and taking ownership of their obligations.
- Provide transport assistance to attend appointment/meetings to meet needs of housing, education, financial assistance, employment, youth justice requirements, mental and physical health and community/support services.
- Food and clothing support.
- Support young people in accessing services to meet identified needs of the target groups.
- Liaise with Child Safety Officers (CSO's) to develop programs and/or organise events/activities that will meet the needs of the group and to inform the direction of case planning and transition planning for individuals.
- Liaise with local community organisations and other government departments to identify appropriate existing program that meet the needs of the group.

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 as an equal and effective member of the team when it comes to 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 RelationshipsInternal

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