

Position Description

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| Position Title | Therapeutic Support Worker |
| Location | Various Therapeutic Support Services Houses |
| Award | Social, Community, Home Care & Disability Services Industry Award 2010 |
| Classification | Crisis Accommodation Employee - Level 1 |
| Status under Children's Protection Act 1993 | Prescribed |
| Reporting Relationship | Reports to the House Supervisor |

POSITION SUMMARY

The Therapeutic Support Worker is responsible for providing safe and secure accommodation in a home like environment to children and/or young people housed within the Therapeutic Support Services houses.

The Therapeutic Support Worker works closely with clients under the supervision of the House Supervisor and contributes to the daily planning of activities within the program together with undertaking general housekeeping duties.

The Therapeutic Support Worker is required to interact with other government and non-government organisations and members of the community as directed to ensure that the clients have access to and support for activities and other services as required.

KEY RESPONSIBILITIES

- ☐ Provide support, care and assistance to individual clients working within established case management guidelines as directed by the House Supervisor
- ☐ Assist clients to develop social and living skills
- ☐ Interact with clients in a positive manner that encourages the development of positive relationships with peers, staff and family
- ☐ Actively encourage clients to participate, and participate with clients, in a range of educational and recreational activities to enhance their physical, social, emotional and intellectual development
- ☐ Ensure all interactions with clients are respectful and in line with therapeutic crisis intervention approaches
- ☐ Maintain accurate case notes, records of interactions and plans in line with practices and procedures
- ☐ Complete log entries, Client Incident Reports and other documentation as required in line with documented procedures
- ☐ Ensure statistics and information entered into the database for the service is accurate and maintained
- ☐ Maintain professional boundaries with client at all times to ensure safety of self and team members
- ☐ Work collaboratively and inclusively with all internal and external stakeholders
- ☐ Maintain confidentiality in accordance with agency policy, procedures and legalisation

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- Ensure a culturally appropriate response is offered to clients
- Maintain the property in a clean and hygienic manner at all times in accordance with contemporary housekeeping practices
- Plan and prepare meals for clients that provide well balanced healthy food choices in line with safe food handling requirements
- Report any maintenance issues to the House Supervisor
- Follow defined Work Health & Safety practices and procedures related to the work being undertaken in order to ensure own and others safety in the workplace

Outcomes

- *Delivers direct assistance to individual clients that enhances their physical, social, emotional and intellectual development*
- *Maintains consistently positive and helpful relationships and interactions with clients and colleagues*
- *Meets time and quality expectations in record keeping and/or reporting requirements of the position*
- *JA-staffed residences are hygienic and nurturing for individual residents*
- *Behaviour to others consistently demonstrates good faith, respect for individual rights and professionalism*
- *Maintains clear, effective and timely communications with all stakeholders relevant to the role*
- *Champions work health and safety by following defined health and safety practices, identifying and reporting issues, and taking remedial action appropriate to the role.*

GENERAL CONDITIONS

- Act at all times in accordance with the Code of Conduct and Core Values of JA.
- Comply with the Work Health and Safety management system.
- A satisfactory criminal history assessment must be completed prior to commencing employment and every 3 years thereafter. Ongoing employment with JA is subject to the employee maintaining a satisfactory criminal history assessment.
- Current Child Safe Environments Certificate must be held or obtained prior to commencement and the employee must comply with relevant state legislation to support a child safe organisation.
- It is a requirement of the position to be accredited in Therapeutic Crisis Intervention with 6 months of commencing with JA. Failure to successfully achieve accreditation within in this 6 month period will result in the termination of employment.
- Current Senior First Aid must be held or obtained prior to commencement and maintained thereafter.
- This position is required to work over 7 days a week, 24 hours a day including undertaking active nights and passive nights (sleepovers).
- All Therapeutic Support Workers are required to participate in professional

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supervision as directed by the House Supervisor in addition to any contracted or permanent hours.

- Team meetings will occur on a fortnightly basis and be part of contracted hours. It is an expectation that all contracted/permanent staff attend these meetings. Casual employees are not required to attend team meeting.
- Holds a current unencumbered Australian Driver's Licence or equivalent.

SELECTION CRITERIA

- Certificate IV Community Services, Youth Work or equivalent - **essential**
- Sound communication and interpersonal skills to effectively engage and establish rapport with clients, staff and external agencies
- Ability to prioritise workload, meet deadlines and work independently
- Demonstrated understanding of appropriate responses to clients with behaviours that demonstrate high and complex needs
- Ability to work in a team environment and to work collaboratively with internal and external stakeholders
- Experience working with, or demonstrated understanding of the needs of, children and adolescents at risk
- Understanding of social justice principles - including equity of access, discrimination and equal opportunity, individuals' rights and privacy
- Basic understanding of relevant statutory requirements and legislation for children under the Guardianship of the Minister and supported accommodation - **desirable**

CORE VALUES

Junction Australia aspires to deliver flexible and responsive services that are underpinned by the following core values:

- **RESPECT** ~ *Every person deserves to be treated with respect*
- **TRUST** ~ *Safety and trust are the foundations of healthy families and relationships*
- **INCLUSION** ~ *Inclusive communities value and embrace diversity*
- **INTEGRITY** ~ *Being honest, just and open to others*

Approved: **General Manager Community Services**
2016

Date: 6 December