

# **SOUTH BURNETT CTC INC**

## **POSITION DESCRIPTION**

### **SUPPORT WORKER – CTC RESIDENTIAL SERVICES CASUAL (ROSTERED & BACK UP POOL)**

#### **Position Type**

Casual Shift Work – contributing to a 24 hour, 7 day per week roster system including sleepovers. Shifts include day, afternoon, night and public holidays.

#### **Award Conditions**

Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) – QCSCA TPEO

#### **Background**

CTC delivers 24/7 Residential Services in partnership with the Department of Communities, Child Safety and Disability Services (the Department):-

- FIAR (Fostering Independence and Resilience) House provides four residential care places for young people both male and female aged 12-17 years with complex support needs. It is licensed and monitored by the Department and is externally audited against the Human Services Quality Framework.
- Temporary Placements (TPs) operate separately from FIAR House but under the same licencing arrangements.
- Individual Client Support for children referred by various agencies on a fee for service basis, including schools, the Department and Partners in Foster Care.

While providing a safe home environment, fully inducted and trained casual and Support Workers, supported by rostered Senior House Workers, enact client Individual Care Plans. Care Plans encompass therapeutic, behavioural, education and social support needs required to meet goals and build the resilience required for each client's eventual independence or transition back to family.

#### **Core Requirements**

- The ability to provide care in accordance with the Statement of Standards and in alignment with Individual Care Plans
- An understanding of the needs of children and young people with complex needs
- Ability to promote positive behaviours/remain calm in situations where behaviours of children/young people escalate
- Experience in case management including compiling case notes
- Ability to perform in a culturally sensitive way as required
- Time management and IT competency to ensure all requirements of the position can be met within relevant timeframes
- Demonstrated understanding of personal and professional boundaries
- Working with Children Blue card and Department Suitability Check or ability to acquire
- Current First Aid, CPR and Bronze Medallion Certificates or ability to acquire
- Ability to maintain a Queensland manual driver's licence without suspension and be transparent in reporting any past or future driving/traffic infringement notices that may impact on own suitability to transport clients

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- Availability and willingness to work flexibly to contribute at short notice to a 24 hour, 7 day per week roster system
- Experience in daily household duties

### **Duty Statement as a Support Worker with CTC Residential Services**

#### ***Ensure you:-***

have a comprehensive understanding of the Statement of Standards (attached)
have a comprehensive understanding of Residential Services policies and procedures and overarching CTC policies and procedures
have an understanding of statutory, licencing, Human Services Quality Framework and contractual requirements
have knowledge of award, industrial relations and workplace health and safety requirements relevant to the work performed

#### ***Service Delivery:-***

provide care in accordance with the Statement of Standards and Individual Care Plans
actively work as a part of a team to ensure consistency in service delivery
report all incidents/records of harm/concerns about the standard of care/suspicious/ allegations/potential of harm in accordance with CTC Residential Services policy and procedure
report any complaint in relation to quality of service provision to the Service Manager to address and record appropriately
implement TCI and other training techniques to provide the best possible support and care to each individual client
enter client notes for every shift performed within the expected timeframe
attend monthly internal supervision and external supervision as required
provide input for recommendations on best practice and continuous improvement
monitor and respond to emails in appropriate timeframes
ensure approved house systems are implemented on a daily basis
ensure healthy options for meals are available, prepared and dated as required
provide approved client transport as required (Levels 2 and 3 only)
gain approval from the Senior House Worker before continuing/commencing a shift which will incur penalties rates or allowances outside of what has been rostered
Report any damage/repairs to infrastructure (eg. buildings, grounds maintenance, vehicles, furniture, IT equipment and other resources) to the Senior House Worker in a timely manner

#### ***Ensure all living/care environments (including any outdoor areas):-***

are safe and free from hazard
are maintained in a clean, hygienic and tidy manner (internally and externally)
are appropriately secured (eg. windows, doors and other points of entry, locks do not prevent emergency exit and are not used as a restrictive practice)
appropriately cater for the needs of clients (eg. healthy food is stocked and appropriately dated in fridge/cupboards, clean clothing is available etc)
provide adequate privacy for clients (eg. sleeping/toilet/bathing facilities, curtains, blinds)

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have a fully kitted first aid kit on site at all times
have a secure means for storage of poisons, cleaners, sharp objects, toxic substances, flammable items and other hazardous items which remain locked at all times
have a secure means for storage of and access to medications

### Duty Statement as an Employee of CTC

Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/Acts/Guidelines
Integrate with other programs and the ethos of CTC
Be an effective member of the Residential Services team and other CTC teams
Work independently and as part of a team in compliance with direction from management
Attend and actively participate in all team and other relevant meetings and training
Assist other staff in their duties
Assist in maintaining a clean, hygienic and tidy work environment
Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times
Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required

Service standards are to be in accordance with the ethos, mission, vision, policies and procedures of CTC and in strict adherence to licencing/contractual requirements. As part of the Residential team, staff will have knowledge and understanding of other CTC services and contribute to the success of the organisation in its entirety.

### Performance Measures

- Monthly support and supervision
- Performance will be formally reviewed within the initial 6 month period and at least annually thereafter according to the details of this and any revised position descriptions

### Confirmation

By signing below I mutually agree:-

- As currently outlined in Clause 25.1(b) of the SCHCADS Award, ordinary hours in clause 25.1(a) of the award will be worked up to 10 hours per shift.
- As currently outlined in Clause 25.4(b) of the SCHCADS Award, the end of a shift and the commencement of a shift contiguous with the start of a sleepover or a shift commencing after the end of a shift contiguous with a sleepover may not be less than 8 hours.

I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- more detailed duties are to be arranged with my supervisor in line with the requirements of the organisation and broadly consistent with the role

**Employee Name**..... **Signature**..... **Date** / /

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## **Queensland Consolidated Acts**

### **CHILD PROTECTION ACT 1999 – SECT 122**

#### **122 Statement of standards**

- (1) The chief executive must take reasonable steps to ensure a child placed in care under section 82(1) is cared for in a way that meets the following standards (the statement of standards) –
    - (a) the child’s dignity and rights will be respected at all times;
    - (b) the child’s needs for physical care will be met, including adequate food, clothing and shelter;
    - (c) the child will receive emotional care that allows him or her to experience being cared about and valued and that contributes to the child’s positive self-regard;
    - (d) the child’s needs relating to his or her culture and ethnic grouping will be met;
    - (e) the child’s material needs relating to his or her schooling, physical and mental stimulation, recreation and general living will be met;
    - (f) the child will receive education, training or employment opportunities relevant to the child’s age and ability;
    - (g) the child will receive positive guidance when necessary to help him or her to change inappropriate behaviour;
    - (h) the child will receive dental, medical and therapeutic services necessary to meet his or her needs;
    - (i) the child will be given the opportunity to participate in positive social and recreational activities appropriate to his or her developmental level and age;
    - (j) the child will be encouraged to maintain family and other significant personal relationships;
    - (k) if the child has a disability – the child will receive care and help appropriate to the child’s special needs.
  - (2) For subsection (1)(g), techniques for managing the child’s behaviour must not include corporal punishment or punishment that humiliates, frightens or threatens the child in a way that is likely to cause emotional harm.
  - (3) For subsection (1)(j), if the chief executive has custody or guardianship of the child, the child’s carer must act in accordance with the chief executive’s reasonable directions.
  - (4) The application of the standards to the child’s care must take into account what is reasonable having regard to –
    - (a) the length of time the child is in the care of the carer or care service; and
    - (b) the child’s age and development
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