

Duty Statement:**Overview of Role**

Role Title: RESIDENTIAL CARE WORKER
Level 2/3 (CASH)
Social Community, Home Care and Disability Services Industry
Award 2010

Roles Description:

The Residential Care Worker is responsible for the provision of safe, secure, supported accommodation in a home-like environment staffed 24 hours per day.

The Residential Care Worker aims to provide support, advocacy and information to clients and their families where appropriate. To support clients in the development of social and living skills which will assist in their progression towards independent living and/or reconciliation with their families.

Responsibilities of all staff

- To be an active member of the staff team which upholds the ethos and core values of Southern Junction as outlined in the vision and values statements.
- To facilitate the effective functioning of relevant programs by working within the established policies, principles practices and procedures of Southern Junction.
- To assist in the establishment and maintenance of safe working conditions by adhering to Occupation Health and Safety guidelines.

Role in Organisational Framework – Team Member

- Advise the Team Leader /General / Portfolio Manager of emerging issues and critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s).
- Actively participate in regular team meetings
- Participate in effective and appropriate communication between other team members and line managers
- Contribute to the delivery of high quality services
- Carry out responsibilities and conduct assigned services in keeping with established policies, principles, practices and service/task specific procedures as appropriate.
- Work within established or negotiated financial and time constraints
- Participate in service/task -related activities and networks following negotiation with relevant line manager.
- Maintain records of activities as required for accountability purposes.

Specific Responsibilities include:**Service Provision: (not in order of significance)**

- Maintain an appropriate level of safety and support for residents and staff
- Participate in providing and maintaining the residential care site in a home-like manner for residents undertaking household duties ie: cleaning, cooking, shopping etc.
- Maintain a hygienic and healthy environment in accordance with relevant legislative requirements
- Provide the best possible support, care and assistance to the client maintaining an awareness of cultural backgrounds , kinship and religious beliefs
- Assist clients in the development of social and living skills which enhance their ability to make informed choices
- Recognise and maintain the rights of clients to equity of access and equality of opportunity, this may be done through providing individual support and information
- Assist in the identification and achievement of client goals in a case management context
- Encourage positive relationships with parents, family members and significant others where appropriate and possible
- Actively develop and participate with clients in a range of educational and recreational activities
- Interact with clients in a manner that is respectful and sensitive
- Undertake shift work across a rotating roster including active and/or passive overnight shifts and weekend shifts

Organisational Relationships:

- The Residential Care Worker is employed by the Board of Southern Junction Community Services.
- The Residential Care Worker is responsible to the General Manager - Services and/or Portfolio Manager and reports to the site Team Leader (as appropriate)
- The Residential Care Worker may interact with other government and non-government organisations, members of the community, SJCS clients and other SJCS staff.

Extent of Authority:

- Ability to make decisions affecting the daily operation of the 24 hour residential care unit in consultation with the Team Leader and/or General /Portfolio Manager
- Authority to sign cash receipts, petty cash and delivery dockets
- Other, as approved by the relevant Team Leader or General /Portfolio Manager, or within SJCS policy and practice guidelines

Person Specification

Required Qualifications, Skills, Knowledge, Experience or other attributes

Skills Required:

- Ability to work independently and respond to crises where necessary
- Ability to work as part of a team
- Ability to communicate effectively with children, young people, families, other agencies and workers verbally and in writing
- Demonstrated ability to work with others and to develop work strategies that will encourage cooperation and support for both staff and clients
- Skills in working with changing group dynamics
- Networking skills
- Basic conflict resolution and negotiation skills
- Record keeping skills, including the ability to work with computer software packages
- Time management skills
- Household management skills including cooking, cleaning, laundry services

Knowledge Required:

- Understanding of child, adolescent development and family issues
- Understanding of homelessness issues
- Crisis intervention and crisis response strategies
- Substance abuse and dependency issues and their effects
- Understanding of the appropriate statutory requirements and relevant legislation including mandated reporting responsibilities and OH&S

Desirable but not essential Attributes:

- Basic understanding of case management and case work principles
- Basic understanding of counselling theories and practice frameworks

Educational Requirements:

- Minimum Certificate IV in Youth Work or other equivalent
- Appropriate training and/or experience in a relevant field
- First Aid Certificate (or willingness to obtain)
- Current SA Drivers Licence (Car)