

Position Title: Therapeutic Care Worker
Reports to: Team Leader
Employment Type: Casual and Permanent
Direct Reports: Nil
Location: Western Sydney, Central Coast, Hunter
Award: SCHADS (MA000100) –
 Up to level 3.4 depending on experience and qualifications.

Primary Objectives

Therapeutic Care Workers are primarily responsible for the care, safety, welfare and development of the children and young people (clients) within the program. This is coupled with other responsibilities that contribute to the delivery and quality assurance of the program. These core responsibilities include but are not limited to the areas of data collection and administration.

Client Services (Clinical) - KPI	Measure
1. Demonstrated ability to understand and implement the ARC + C framework 2. Utilise strategies in the house BIS Plan 3. Child Protection 4. Participate in training 5. Manages client incidents 6. Attunement to the client	1. Follows the schedule, builds a secure attachment with clients and demonstrates attunement to clients 2. Effectively manages the behaviours of clients as guided by the BIS Plan 3. Follows mandatory reporting requirements and safety plans 4. Attends and participates in all training provided. At a minimum TCI, Induction, Safe attachment and Model of Care within 3 months of employment. Attend refreshers on a yearly basis 5. Remains calm in challenging situations, identifies stressors, is able to self-regulate, engages in self-care and completes LSI with client 6. Use of language, tone and actions to be sensitive to age, stage of development and history of trauma. Reflection and validation of clients' feelings, normalisation of client experiences, supports self-regulation strategies, engages in positive communication and identifies language and emotions within the young person and helps them make connections to behaviours
Client Services (Operational) - KPI	Measure
7. Maintain the residential program to reflect a home like environment 8. Actively participate in team meetings 9. Assist the child with education and learning 10. Support family contact 11. Actively engage with the client	7. Ensure the house duties are completed – cleaning, cooking, washing, replacing sheets etc. as required. Photos, awards, age-appropriate decorations on display. 8. Attend team meetings once per month and makes contributions 9. Assists with travel to school, help complete homework, assignments and provide worksheets when not at school 10. Assisting with travel, taking notes, completing reports, observing...

	11. Attends appointments, provides feedback about client on shift, limits time in office, intervenes and supports regulation
Data & Admin - KPI	Measure
12. Complete all data requirements on shift 13. Ensure petty cash is reconciled and accurate 14. Ensure the car is maintained in a clean state 15. Administer medication as per prescription	12. Complete daily behaviour logs, case notes, incident reports, activity logs, family contact reports, medication log, morning and evening shift log, food log, sharps count, safety checks 13. Balance petty cash at start and end of shift and input receipts correctly 14. Clean car after usage and report any safety concerns 15. Provide the client with medication at correct time and document
Leadership model - KPI	Measure
16. Be accountable 17. Working collaboratively	16. Participation in supervision, team meetings and following code of conduct 17. Manager observation, feedback from team members, use of communication book and participation in team meetings
OH&S - KPI	Measure
18. Operate within WH&S guidelines to ensure the safety of staff and young people 19. Appropriate clothing and footwear	18. Identify and report hazards and injuries immediately, removing hazards when able and following the WH&S policy 19. Adhere to dress code policy

Physical Demands of the Position

- The ability to engage in physical intervention as outlined in Behaviour Intervention Support Plans and 'Physical Intervention: Disengagement to holding' techniques as per internal training
- Prolonged standing and/or walking (between 75% to 100% of a shift)
- Sitting for prolonged periods of time (up to 2 hours)
- Stair climbing
- Repetitive and/or sustained squatting
- Repetitive slight stooping and slight twisting of trunk when sweeping, mopping and vacuuming
- Occasional lifting, pushing and pulling of 5-10kg in movement of furniture
- Repetitive reaching and sustained gripping in wiping of benches, fridges, ovens

Qualifications, skills & experience

- Relevant tertiary qualifications – Minimum Certificate IV in youth or equivalent
- Experience working in the welfare/community service sector with young people, preferably in residential care
- Demonstrated skills and experience in working with young people from Aboriginal and/or CALD communities
- Exemplary communication and organisation skills
- The ability to work autonomously and to follow instructions
- A thorough understanding of child protection requirements.
- A First Aid Certificate (or undertaking to obtain within 4 weeks)
- Current Driver's Licence
- Working with Children Check
- Police Check
- An unwavering dedication to providing outstanding support to children and young people who may be at the most emotionally challenging point of their lives