

## POSITION DESCRIPTION

**Title:** **Intensive Therapeutic Care - House Manager**

**Enterprise Agreement:** Social, Community, Home Care & Disability Services Industry Award 2010

**Classification:** CSW Grade 4

**Position Objective:**

To supervise, support and provide trauma-informed therapeutic care for young people with medium to high needs in a residential care setting and to guide their transition to permanent care placements.

**Role Description:**

The ITC House Manager is required to uphold and deliver high-quality trauma-informed care and standards within the residential homes and maintain accreditation requirements of the 10 Essential Elements of Therapeutic Care and OCG accreditation standards.

The ITC House Manager will provide ongoing support services to young people and the care team to ensure high-quality therapeutic care is provided to children and young people in the ITC Home. They will work closely and in consultation with the case management team and therapeutic specialists to ensure an integrated trauma-informed service delivery model incorporating the Sanctuary Model framework.

The ITC House Manager supports and encourages culturally informed trauma practices in the ITC homes when caring for young people and their families who identify as First Nations people or CALD community members.

## **Primary Responsibilities:**

### **Values, Sanctuary and Culturally Inclusive Practice**

- Commit to training in the trauma-informed Sanctuary Model and implementing this model of care in daily work with young people and all members of their Care Team.
- Demonstrated commitment to implementation of the Sanctuary Model and Anglicare's Values.
- Develop and maintain important external agency relationships with DCJ, the Central Access Unit (CAU), and the range of services required to provide young people with holistic care.
- Collaborate with the Therapeutic Specialist and the ITC Case Manager to ensure that young people's Care Plans and Therapeutic Support plans facilitate their participation in activities and experiences that enhance developmental, cultural, social, and therapeutic outcomes.
- Ensure staff network, consult, and liaise with Aboriginal community and Aboriginal service providers.
- Source and monitor the implementation of cultural strengths-based practices and culturally inclusive resources with Aboriginal and CALD children, young people, and families.
- Work in alignment with the Sanctuary Model Pillars, Anglicare's Values, and Anglicare's Code of Conduct.

### **Administration, Supervision and Record keeping**

- To keep accurate records, files, and reporting requirements consistent and clear so that they meet all legislative requirements and regulations.
- Work in compliance with Workplace Health and Safety legislation, including reporting and investigation.
- Host monthly individual supervision of staff and team meetings and attend operations and contractual meetings. Directs motivates and trains a team through personal example while ensuring a productive team environment.
- Maintain rostering to ensure staff consistency and responsiveness to young people's therapeutic needs, including addressing their primary needs for safety and stability.
- Develop and maintain the house budget and respond to required Agency financial procedures, including monthly service I&E statements and program acquittals.
- Oversight daily reporting requirements, record keeping and required written reports.
- Attract and recruit new youth work staff.
- Participate in rostered After Hours on-call duties.

### **Supporting our children and young people and their carers**

- Ensure an ongoing safe, protective, and healing physical home environment.
- Support and model a positive relationship with young people's families and significant others.
- Adopt and apply the 10 Essential Elements of Therapeutic Care principles and procedures to work therapeutically and collaboratively with children, young people, and the Care Team to continually assess, develop, implement, monitor, and review the planning for the child or young person to reach their potential.
- Monitor children and young people's physical, emotional, cultural, psychological, and emotional safety.

- Work closely with the child or young person to act as an advocate and ensure their voice is captured in the daily activities of the ITC home.

**Provide prompt and courteous service to all children and families**

- Promote a sense of belonging and safety within the ITC home for young people and the Care team through engaging in meaningful, respectful, and reciprocal interactions.
- Recognise, anticipate, and focus on specific young people’s needs and advocate on behalf of their needs.
- Use appropriate interpersonal styles and methods to guide individuals or groups towards achieving results.
- Recognize and respond to unanticipated events and requirements or sudden priority changes.

**Qualifications:**

- Minimum undergraduate Degree in Social Work, Psychology or related discipline is desired.
- A minimum Diploma of Community Services working towards an undergraduate Degree equivalent, will be considered under special circumstances.

**Key skills and experience:**

- Minimum 3 years’ experience working in Permanency Support Program (Out of Home Care) and/or the Human Service Sector.
- Demonstrated experience in cultural strengths-based practice with Aboriginal and CALD young people, families, and communities.
- Well-developed organisational and planning skills.
- High-level verbal and written communication skills.
- Ability to work independently in a leadership role and as part of a team

**Key knowledge areas:**

- NSW Child Safe Standards for Permanent Care.
- Practical understanding and knowledge of child and adolescent development and the impact on the development of relational trauma and abuse.
- Competent knowledge and understanding of NSW Child Protection legislation and the NSW Child Safe Standards for Permanent Care.
- High-level understanding and knowledge of child and adolescent development and the impact on the development of relational trauma and abuse.
- High-level knowledge of culturally safe practices when working with First Nations and CALD young people, their families, and communities.
- High-level understanding of the practical implementation of trauma-informed care principles and the 10 Essential Elements of Therapeutic Care.

**Other Requirements**

- Current Working with Children Check,
- Current Residential Care Workers Registration
- Current National Police Check
- Drivers Licence

**Reports to:**

ITC Manager

**Direct reports:**

Care Team – Youth Workers.