

POSITION DESCRIPTION

Title:	Intensive Therapeutic Care – Regional Manager
Enterprise Agreement:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Community Service Worker Grade 6

Position Objective:

Responsible for establishing Intensive Therapeutic Care (ITC) services for children and young people and requires a commitment to continued trauma-informed care and therapeutically enhanced service models within the ITC Homes.

Role Description:

The ITC Regional Manager is responsible for managing Therapeutic Care Teams that supervise, support, and provide trauma-informed therapeutic care to young people with medium to high needs in a residential care setting and guide their transition to permanent care placements.

The ITC Regional Manager will provide reflective supervision to Anglicare ITC House and regularly facilitate team and stakeholder meetings.

The ITC Regional Manager will develop and maintain links with key stakeholders, government departments, and the community to ensure wrap-around support and an integrated approach to service provision for children and young people.

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.
- Work in alignment with the Sanctuary Model Pillars, Anglicare's Values, and Anglicare's Code of Conduct.
- Demonstrated commitment to implementation of the Sanctuary Model.
- Work in compliance with Workplace Health and Safety legislation, including reporting and investigation.
- Manage the ITC Services according to the NSW Legislative requirements and the NSW Child Safe Standards for Permanent Care.
- Develop and maintain external agency relationships with DCJ, NSW Police and the range of services required to provide young people with holistic care.
- Participate in rostered Backup after-hours on-call duties.

Supporting our children and young people and their carers

- Follow the 10 Essential Elements when supporting care teams to work therapeutically and collaboratively with young people and their families.
- Monitor children and young people's physical, emotional, cultural, psychological, and moral safety.
- Promote a sense of belonging through engaging in meaningful, respectful, and reciprocal interactions with colleagues, young people, and their families.

Administration, Supervision and Support

- Supervise the ITC Care Teams portfolio in delivering day-to-day operations of the ITC home.
- Support and lead ITC Care Teams to continually assess, develop, implement, monitor, and review the planning for the child or young person to reach their potential.
- Maintain accurate records, files, and reporting requirements in a consistent and clear manner that meets all legislative requirements and regulations.
- Manage immediate risk issues and ensure compliance with required statutory and agency incident reporting.
- Monitor and maintain the program budgets and respond to required Agency financial procedures, including monthly service I&E statements and program acquittals.
- Lead the ITC Care Teams in the ongoing therapeutic care of young people in consultation with Therapeutic Specialists within the ITC program.
- Monitor and review quality performance outcomes for Anglicare ITC Services.
- Provide strategic leadership in the ongoing delivery of ITC Services following service contracts and service delivery requirements.
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Qualifications: Bachelor's Degree in social work, psychology, or related discipline.

Key skills and experience: • Minimum 3-years' experience working in Permanency Support Program (Out of Home Care).

- Demonstrated experience in cultural strengths-based practice with Aboriginal people, families, and communities.
- High-level verbal and written communication and presentation skills.
- Ability to work independently and as a leader of a team. Directs motivates and trains a team through personal example while ensuring a productive team environment.
- Ability to oversee and support staff in a therapeutic care framework.
- High-level strategic planning and complex thinking skills, often in crisis-orientated circumstances. Recognises and responds to unanticipated events and requirements or sudden changes of priority.
- High ability to develop, monitor and track budgets and financial reporting.
- Demonstrated experience in cultural strengths-based practice with Aboriginal people, families, and communities.
- Recognises, anticipates, and focuses on specific client needs and advocates on behalf of the client.
- Uses appropriate interpersonal styles and methods to guide individuals or groups towards achieving results.
- Demonstrated ability to lead a team and meetings and provide professional development opportunities.
- Demonstrated ability to work with children and young people with complex care needs.

Key knowledge areas:

- An understanding of compliance and audit requirements to maintain OCG, Permanency Support Program standards.
- Understanding contractual obligations and financial responsibilities to services and funding bodies.
- 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 inter-generational trauma and culturally safe practice when working with CALD, Aboriginal and Torres Strait Islander 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

- A current Working with Children Check, National Police Check and COVID immunisation status.
- Drivers Licence

- Must complete training modules in Cultural Safety and Sanctuary Framework and competency in Therapeutic Crisis Intervention during probation.
- Must be committed to completing regular ongoing professional development as requested – support and assistance provided.

Reports to: Snr. Manager ITC & PYI

Direct reports: House Managers of ITC Services