



Job Package

Project: Pathways Residential - Out of Home Care

Position: Team Leader – Residential Unit
Inverell

Team Leader

Pathfinders is a community based organisation providing supported accommodation and homelessness services, family and youth support services, Juvenile Justice, Out of Home Care services and Family Referral services across the New England and North West Tablelands of NSW. Our Pathways Residential service will provide residential care for Children and Young People in Armidale and Inverell who are under the parental responsibility of the NSW Minister for Community Services.

The Pathways program aims to provide a homelike environment for residents, build positive coping strategies and maintain and develop links between the residents and their natural families and community. The Pathways program aims to meet high standards for health, education, vocation and social competencies amongst all residents.

Essential Criteria:

1. Relevant tertiary qualifications and/or experience in a human services setting.
2. Demonstrated leadership / Supervisory skills
3. Ability to lead staff, provide effective supervision and develop staff skills
4. Commitment to ethical work practices and ability to model such
5. Excellent verbal and written / computer skills
6. Possess a current drivers licence
7. Possess a current working with Children Check and National Criminal History Check
8. Willingness to undergo training and utilise the training provided
9. First aid certificate or willingness to obtain

Desirable Criteria:

1. Conflict resolution and mediation skills
2. Experience in staff leadership in time critical environments
3. Knowledge of the rights of Children and Young People and a commitment to upholding and advocating for them

Salary:

Minimum SACS Award Grade 5 plus superannuation and salary sacrifice option. A 6 month probationary period will apply.

Inquiries:

For further information please contact hr@pathfinders.ngo

Guide for applicants

Pathfinders observe EEO principles when selecting and recruiting staff. Positions are offered on the basis of merit, that is, the applicant considered to be the most capable of doing the job is selected.

Qualifications, experience, skills, standard of work, and personal qualities relevant to the position advertised are considered when making the decision.

How to apply

Applicants **MUST** follow these steps to be considered for the position.

1. **Prepare a typed application** which includes:

- A statement against each of the essential and desirable selection criteria for the position, giving examples to demonstrate how you meet them.
- A current resume detailing your relevant skills and experience.
- A photocopy of your relevant academic qualifications.
- The names and phone numbers of two Referees (at least one referee should be a recent supervisor, if possible).

2. Please email applications **to hr@pathfinders.ngo**

OR

Place application in an envelope marked "Confidential" and post to:

**Human Resources Manager
Pathfinders
87a Beardy St
ARMIDALE NSW 2350**

Applications close 5:00pm Friday 21 September 2018.

Position description for Team Leader Residential Unit

Position Title:	Team Leader Residential Unit
Responsible to:	Residential Manager
Position Status:	Fulltime
Salary:	Minimum SACS Award Grade 5 – transitional arrangements
Hours:	38 hours a week

Purpose of position

The Team Leader Residential Unit will develop and maintain a team of direct care staff to deliver Out of Home Care (OOHC) services in a residential setting to Children and Young People in Care. The Team Leader Residential Unit will ensure the provision of a safe, nurturing and home-like environment for Children and Young People in residence.

Reporting relationship and accountability

The Team Leader Residential Unit will:

1. Be responsible to the Manager Pathways OOHC
2. Implement strategies set by the Manager Pathways OOHC and Pathways Policy and Procedures to achieve the goals of the OOHC Residential Service
3. Adhere to the Role Description for Team Leader Residential Unit and the Staff Code of Conduct
4. Coordinate the day-to-day operations of the residential unit
5. Provide leadership and direction to direct care staff to ensure contractual and statutory compliance with funding bodies and regulatory authorities

Specific tasks and responsibilities

The Team Leader Residential Unit will:

1. Work to provide a caring, stable and structured residential care environment for Children and Young People in accordance with Pathways Residential Policy and Procedure, Philosophy and Principles and the NSW OOHC standards
2. Ensure the provision of day to day care for Children and Young People in ways which meet their developmental needs (physical, emotional, intellectual and spiritual), and have a positive effect on their self-esteem, attachment and security, in accordance with duty of care requirements and agency processes and philosophies
3. Delegate and perform a range of care and development tasks such as maintaining the physical environment, domestic duties, attending to health, nutrition, medical, educational and recreational needs of Children and Young People
4. Provide appropriate support and assistance to Children and Young People who have experienced abuse/neglect, trauma, separation, grief and loss and who present with challenging behaviours
5. Develop residential programs which assist Children and Young People to develop social skills, problem solving and independent living skills as appropriate to their age and stage of development
6. Monitor and participate in the delivery of Behavioural Management Plans including management strategies, awareness of behavioural triggers and engaging in a therapeutic culture within the Residential Unit
7. Develop, maintain and oversight appropriate and accurate case management files, journal entries, statistical data, client register, vehicle diary and any other paper work relevant to the service to an acceptable standard within the residential unit
8. In consultation with the Manager Pathways OOHC develop, maintain and oversight a roster system for staff and the residential unit which provides for 24/7 supervision of clients, an on call back up system and the quality provision of support services optimising available budgetary resources
9. Model behaviours, values and actions that will provide positive reinforcement for Children and Young People in Pathways Residential care
10. Maintain professional and personal boundaries with staff and clients at all times

11. Provide formal and informal supervision and yearly performance appraisal to direct care staff
12. Manage, maintain and support direct care staff in a team environment
13. Work collaboratively with all internal and external stakeholders
14. Provide support, debriefing and discussion of issues that may need action or follow up to direct care staff
15. Adhere to the Staff Code of Conduct
16. Develop and maintain a system of regular staff meetings
17. Undertake training and supervision as directed and in accordance with the individual employee's training plan
18. Respect the confidentiality and human rights of the Children and Young People at all times
19. Provide leadership in all matters or issues which foster teamwork and overall service quality
20. Positively promote the agency and build networks with other agencies
21. Attend supervision with the Residential Manager for support, debriefing and discussion of issues that may need action
22. Ensure all accounts, timesheets and financial matters for payment or processing are provided to the Finance Manager in an accurate and timely fashion
23. Ensure that Pathfinders property and vehicles are maintained to the appropriate standard
24. Complete all reasonable tasks as directed by the Residential Manager

Pathfinders - PURPOSE AND GOALS

Pathfinders VISION

That all Children and Young People have a home where they feel they belong, are free from abuse and neglect and are able to achieve their full potential.

The challenge and vision Pathfinders has for our families, Children and Young People is to provide them with opportunities to build strong and permanent relationships and be cared for in ways which build and expand their personal skills and life opportunities.

PATHFINDERS MISSION

Pathfinders aims to make a positive contribution to the lives of Children, Young People and their families by providing appropriate, relevant and timely services to families, Children and Young People. We aim to ensure the safety, accommodation needs, well-being, confidence, resilience and independence of families, Children and Young People by fostering their health, developmental needs, potential, spirituality, self-respect and dignity within a safe and nurturing environment.

Pathfinders CORE BUSINESS

- Prevention of Youth homelessness through the provision of accommodation and support services (including refuges, OOHC residential and supported family group homes, OOHC Supported Independent Living Programs, foster care support programs and foster care programs, mediation, family counselling and advocacy services)
- Providing independent living skills training programs to enhance the well - being of families, Children and Young People
- Providing re-integration and socialisation programs for Young People who have been separated from their families and from our communities
- Providing family preservation services, supervised contact, therapeutic camps/ activities, after care, residential and support services to Children in Out of Home Care
- Providing a range of family and Youth support services developing community partnerships and capacity building within the sector

SERVICE PRINCIPLES

Pathfinders utilises the following principles to guide provision of services to families, Children and Young People:

- Pathfinders has a community based focus in the provision of services

- Pathfinders acknowledges the rights of all families, Children and Young People to social justice, economic and social equality and to be free from discrimination on the basis of religion, gender, race, sexuality or disability
- Pathfinders utilises individualised and flexible case planning on a strengths based model
- Pathfinders supports culturally appropriate interactions with families and Children
- Pathfinders ensures families and Children are active stakeholders in the process of service delivery
- Pathfinders encourages a team approach to support service provision
- Pathfinders strives to achieve strong collaboration with its service partners
- Pathfinders aims to provide timely and appropriate services on the basis of need
- Pathfinders utilises sound corporate governance principles to inform the operations of the organisation
- Pathfinders believes that all people have the potential to achieve their goals when they have strong connections to peers and community, have support during times of difficulty and are supported with a sense of hope for the future.

SERVICE PROVISION

Families, Children and Young People are provided with:

- Access to appropriate accommodation, which is safe and secure, the resources required to maintain the accommodation, and income support where required
- Opportunities to participate in education, training and employment
- Resources that support their participation in decision making
- Assistance to link with appropriate support agencies
- Resources to assist clients to attain and maintain adequate levels of physical and mental health
- Support to maintain close relationships with significant people in their lives
- Support to reduce isolation, connectedness and independence, and enhance individual self esteem
- Restore, maintain and enhance family relationships, where possible.
- Essential living and survival skills
- Flexible options to meet the individual needs of the family, child and Young Person.