



## Out of Home Care Program

Job Package

Full Time

House Coordinator

### **Pathfinders**

Pathfinders is a large community-based organisation providing Supported Accommodation and Homelessness services, Family and Youth Support services, National Aboriginal Birth Certificate program, and Out of Home Care services.

The Intensive Therapeutic Residential Care (ITRC) program aims to provide a home-like environment for young people who are unable to live at home, build positive coping strategies and maintain and develop links between the young people and their birth families and community. The program aims to meet high standards for health, education, vocation and social competencies amongst all young people.

Pathfinders operates within a contemporary governance, digital communications, child-safe and regulatory environment, ensuring compliance with funding, legislation and community expectations, including full alignment with Northern Territory Child protection legislation, including the Children and Young People (Safety) Act 2017 and the Child Protection Act 1999, and compliance with the positive duty obligations under the Sex Discrimination Act 1984 as strengthened by the Anit-Discrimination and Human Rights Legislation Amendment (Respect at Work) Act 2022.

Pathfinders is committed to proactively preventing workplace sexual harassment, sex-based harassment, bullying, discrimination and victimisation, and fostering a respectful, inclusive and culturally safe environment for children, young people, families, staff and community stakeholders.

## **The Sanctuary Model**

Sanctuary is an organisational framework that ensures that our culture and practices are guided by Trauma-informed principles. Sanctuary goes beyond providing a set of tools and techniques – it is a culture shift to address the effects of trauma at every level.

Pathfinders have made a commitment to embed the accredited and widely adopted Sanctuary model into every aspect of our organisation.

## **Role of the House Coordinator**

The House Coordinator will develop and maintain a small core team of therapeutic youth workers to deliver Out of Home Care (OoHC) services in a therapeutic setting to Children and Young People in Care. The House Coordinator will ensure the provision of a safe, nurturing and home-like environment for Children and Young People in residence.

The House Coordinator will require knowledge and understanding of the issues that affect Aboriginal communities, societies and cultures in the Northern Territory and willing to advocate on behalf of Aboriginal young people and their families in providing cultural support and provide services to Aboriginal and non-Aboriginal children, young people and families.

The House Coordinator will also be required to build strong relationships with Aboriginal agencies to support and strengthen families and cultural connections.

## **Essential Criteria**

- Minimum of a Certificate IV in Child, Youth and Family Intervention, or equivalent.
- Demonstrated leadership/supervisor skills.
- Knowledge of the rights of Children and Young People and a commitment to upholding and advocating for them.
- Ability to communicate and establish working relationships with children, young people.
- Ability to lead staff, provide effective supervision and develop staff skills.
- Experience in staff leadership in time critical environments.
- Experience in conflict resolution and mediation skills.
- Commitment to ethical work practices.
- Excellent verbal and written communication skills.
- Ability to work both independently with initiative and as part of a team.
- Excellent computer literacy skills.

- Willingness to undergo training and utilise the training provided.

## Conditions

This position is identified as child related employment and Prohibited persons under the Northern Territory Child Protection Act 2007 are not eligible to apply. The successful applicant will be required to provide a current Ochre Card and a Nationally Coordinated Criminal History Check (NCCHC).

Applicants are also required to:

- Be on call on a rotating roster as needed.
- Adopt Pathfinders program philosophy and engage in training when provided, including WHS.
- Provide First Aid Certificate or willingness to obtain.
- Provide a copy of unencumbered driver's license.
- Provide a current paid Ochre Card number.
- Provide a current Nationally Coordinated Criminal History Check (NCCHC).

## Enquiries

**Application Enquiries** –Human Resources email [hr@pathfinders.ngo](mailto: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 current resume detailing your relevant skills and experience.
  - A cover letter detailing how you meet the essential criteria.
  - A photocopy of your current Driver's license.
  - Copies of identification documents (e.g. Medicare card, passport, or birth certificate) to meet the 100 points of identification requirement.
  - A photocopy of your current Nationally Coordinated Criminal History Check.
  - A photocopy of your current Ochre Card number.
  - A photocopy of your current First Aid Certificate, or evidence of a confirmed booking for upcoming First Aid training
  - A photocopy of your relevant academic qualifications.
  - Provide the names and contact phone numbers of two current work-related referees (including at least one recent supervisor). Please ensure your referees are aware they may be contacted by Pathfinders during business hours.
2. Please email applications to [hr@pathfinders.ngo](mailto:hr@pathfinders.ngo)

## Interview

If you are selected for an interview, you will be contacted by telephone or email. If you need wheelchair access, an interpreter because you are hearing impaired, or have any other requirements, please advise so we can make appropriate arrangements.

Interviews are conducted by a selection panel.

Only questions related to the requirements of the position will be asked.



## Out of Home Care Program

### Position Description

#### Full Time

#### House Coordinator

<b>Position Title:</b>	House Coordinator
<b>Responsible to:</b>	Intensive Therapeutic Residential Care Service Manager
<b>Program:</b>	Intensive Therapeutic Residential Care (ITRC)
<b>Position Status:</b>	Full time
<b>Salary:</b>	<b>SCHADS 4.4</b>
<b>Location:</b>	<b>Greater Darwin Area</b> Travel may be required.

### Purpose of position

The House Coordinator will develop and maintain a team of therapeutic youth workers to deliver Out of Home Care (OoHC) services in a therapeutic setting to Children and Young People in Care. The House Coordinator will ensure the provision of a safe, nurturing and home-like environment for Children and Young People in the home.

The House Coordinator will require knowledge and understanding of the issues that affect Aboriginal communities, societies and cultures in the Northern Territory and willing to advocate on behalf of Aboriginal young people and their families in providing cultural support and provide services to Aboriginal and non-Aboriginal children, young people and families.

## Reporting relationship and accountabilities

The House Coordinator will:

- Be responsible to the ITRC Service Manager.
- Implement strategies set by the ITRC Service Manager and Pathfinders Policy and Procedures to achieve the goals of the OoHC Therapeutic Homes.
- Adhere to the Role Description for House Coordinator and the Staff Code of Conduct
- Coordinate the day-to-day operations of the therapeutic home.
- Provide leadership and direction to therapeutic youth workers to ensure contractual and statutory compliance with funding bodies and regulatory authorities

## Specific tasks and responsibilities

The House Coordinator will:

- Work to provide a caring, stable and structured Therapeutic care environment for Children and Young People in accordance with Pathfinders Policy and Procedure, Philosophy and Principles and the Northern Territory OoHC standards
- 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
- 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
- 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
- Develop and implement therapeutic 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
- 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 Therapeutic home.
- Develop, maintain and oversight appropriate and accurate case management files, journal entries, statistical data, client register, vehicle diary and any other paperwork relevant to the service to an acceptable standard within the home.

- In consultation with the ITRC Service Manager and Roster Clerk develop, maintain and oversight a roster system for staff which provides for 24/7 supervision of young people, an on call back up system and the quality provision of support services optimising available budgetary resources.
- Model behaviours, values and actions that will provide positive reinforcement for Children and Young People in Pathfinders therapeutic homes.
- Maintain professional and personal boundaries with staff and clients at all times.
- Provide formal and informal supervision and yearly performance appraisal to therapeutic youth workers.
- Manage, maintain and support therapeutic youth workers in a team environment.
- Work collaboratively with all internal and external stakeholders.
- Provide support, supervision debriefing and discussion of issues that may need action or follow up to therapeutic youth workers.
- Adhere to the Staff Code of Conduct.
- Assist Therapeutic Specialist to Develop and maintain a system of regular staff meetings.
- Undertake training and supervision as directed and in accordance with the individual employee's training plan.
- Respect the confidentiality and human rights of the Children and Young People at all times.
- Provide leadership in all matters or issues which foster teamwork and overall service quality.
- Positively promote the agency and build networks with other agencies.
- Attend supervision with the ITRC Service Manager for support, debriefing and discussion of issues that may need action.
- Ensure all accounts, Deputy timesheets and financial matters for payment or processing are provided to the Finance Manager in an accurate and timely fashion.
- Ensure that Pathfinders property and vehicles are maintained to the appropriate standard.
- Advocate and participate where possible in additional opportunities within Pathfinders and encourage participation from young people.
- Follow all WHS policies and report and document any potential risks or hazards in a timely manner.
- Complete all reasonable tasks as directed by the ITRC Service Manager.

## Pathfinders Vision

The Pathfinders vision is to develop thriving communities in which all people can fully participate and develop freely through mutual trust and acceptance. We see this being achieved through collaborative strategies and best practices, a strong and respectful workforce, and advancing bold and progressive ideas and policies.

## Pathfinders Mission

Our mission is to empower people to live with hope and equal opportunity to reach their potential. We provide hope through purpose and passion; generously sharing our expertise, knowledge and resources to make a transformative difference. We create equal opportunity by facilitating access to education, employment and safe housing; breaking down barriers that are obstacles to growth and independence.

## Pathfinders Principles of Service

The following principles guide our provision of services to children, young people and their families:

- Our practice will reflect the rights of children, young people and their families to social justice, economic and social equality and self-determination and to be free from discrimination on the basis of religion, gender, race, sexuality or disability.
- Quality service provision on the basis of equity and need.
- Community based, collaborative approaches to the provision of services.
- Individualised, flexible case planning using a strengths-based intervention model that ensures the safety, emotional security and connectedness of our clients.
- Culturally appropriate interactions with families and children are paramount.
- Participation of our clients and stakeholders in the process of service delivery and planning.
- Continuous service development and quality improvement through ongoing evaluation and review.

I acknowledge and have read and understood my responsibilities associated with this Job Description.

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**Employee Signature**

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**Date**