



Out of Home Care Program

Job Package

Full Time

Intensive Therapeutic Residential Care Service Manager

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 Intensive Therapeutic Residential Care Service Manager

The ITRC Service Manager will lead a team of skilled staff to deliver an effective therapeutic residential model for Out of Home Care (OoHC) services to Children and Young People in care ensuring a safe, nurturing and home-like environment.

The ITRC Service Manager will oversee all operational requirements of the ITRC residential houses and program. The ITRC Service Manager will report on the operations of the Program to the Service Director, CEO and the Board.

The ITRC Service Manager will identify new funding opportunities and assist in preparing funding submissions which meet funding body contractual requirements and comply with legislation and regulatory agencies.

The ITRC Service Manager will develop a strong relationship with Territory Families and plan and promote growth opportunities for OoHC Program as well as maintain accreditation, establish and deliver ITRC services in the Region.

The ITRC Service Manager 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 providing services to Aboriginal and non-Aboriginal children, young people and families. The ITRC Service Manager will also be required to build strong relationships with Aboriginal agencies to support and strengthen families and cultural connections.

Essential criteria

- Relevant Vocational/Tertiary qualifications in Management, Psychology, Social Work, or related discipline with a minimum of 3 years' experience.
- Comprehensive understanding of the legislative requirements that operate for the care and protection of children within the Out of Home Care System in the Northern Territory.
- Excellent knowledge of and demonstrated experience in the application of relevant theoretical approaches that underpin the provision of therapeutic services to vulnerable children, young people and families.
- Excellent skills in providing expert case consultation and advice to other professionals, particularly around trauma.

- Knowledge and understanding of issues that affect Aboriginal communities, societies and cultures and the needs, enabling factors and barriers to service access for Aboriginal people.
- The ability to manage and effectively lead a multi-disciplinary team with well-developed leadership, team building and management skills and relevant experience.
- Demonstrate highly developed verbal and written communications skills including formal report writing.
- Demonstrate applied knowledge of financial management systems and ability to monitor budgets.
- Demonstrated background or training relevant to working with clients with complex needs, including violence, alcohol, drugs, CALD and/or mental illness.
- Demonstrate interpersonal skills including negotiation and conflict resolution.
- Demonstrate alignment to Pathfinders Philosophy and strategic objectives.
- Demonstrate a deep understanding of the issues facing children and young people in foster care.
- Demonstrate a comprehensive understanding of the issues facing Foster Carers in providing care to children and young people with a disability in out-of-home care placements.
- Experience and demonstrated ability with implementing a performance management system.
- Demonstrable understanding of Confidentiality.

Conditions

This position is identified as child related employment and Prohibited persons under the Child Protection Act 2012 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:

- 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 –Please email: 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 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

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

Intensive Therapeutic Residential Care Service Manager

Position Title:	Intensive Therapeutic Residential Care Service Manager.
Responsible to:	Service Director.
Responsible for:	House Coordinators, Case Coordinators, Therapeutic Specialist and Youth Workers.
Program:	Intensive Therapeutic Residential Care
Position Status:	Full Time
Salary:	SCHADS 8.1
Hours:	Normal business hours but will include some after hours.
Location:	Greater Darwin Area Travel will be required.

Purpose of position

ITRC Service Manager has a key role in the Pathfinders OoHC Program. The position holder will lead a team of skilled staff to deliver an effective therapeutic residential model for Out of

Home Care (OoHC) services to Children and Young People in care ensuring a safe, nurturing and home-like environment.

The ITRC Service Manager will have the skills and attributes to engage children, young people and carers in building positive relationships to maximise the potential for placements to be stable and successful. Adherence to OoHC standards, related legislation and a collaborative working relationship with regulatory bodies (including Territory Families), are essential.

As a management position in the organisation, the role requires leadership and excellent team building qualities. The position holder will be required to travel from time to time.

Reporting relationship and accountabilities

The ITRC Manager will:

- Be responsible to the Service Director.
- Implement strategies to achieve the goals of the OoHC programs and comply with all funding bodies and regulatory bodies' requirements.
- Adhere to the Role Description for the ITRC Service Manager and the Staff Code of Conduct.
- Participate in the day-to-day operations of the organisation.
- Manage, lead, develop and consolidate our OoHC programs.

Specific tasks and responsibilities

The ITRC Service Manager will:

- Lead a team of OoHC Therapeutic staff to provide a caring, stable and structured therapeutic care environment for Children and Young People who have challenging behaviours and medium to high support needs in accordance with Pathfinders ITRC Policy and Procedure, Philosophy and Principles and the OoHC standards.
- Work closely and collaboratively with Territory Families participating in contracting meetings and ensuring continual compliance with all contractual and legislative obligations at all times.
- Develop effective case management systems including referral, assessment, intake, planning, review and coordination of services.
- Assist with the review of the quality assurance and continuous improvement program for Pathfinders OoHC programs.
- Build, maintain and support a team of staff who work effectively together.
- Manage and work closely with all stakeholders.
- Provide accurate and timely business plans and reports.

- Accountable to complete regular compliance audits on all Case Coordinators, Therapeutic Specialist, House Coordinators and houses.
- Prepare, monitor, report and comply with all funding body requirements.
- Oversight the effectiveness of the OOHC programs including:
 - a. ensure appropriate support and assistance is provided to Children and Young People who have experienced abuse/neglect, trauma, separation, grief and loss and who present with challenging behaviours;
 - b. ensure Children and Young People develop social skills, problem solving and independent living skills as appropriate to their age and stage of development and
 - c. oversight the development and delivery of Behavioural Management Plans.
- Oversight the development and maintenance of appropriate and accurate client files, statistical data collection and retrieval systems, including Childstory and AIMS, and general administrative systems to ensure the successful operation of the program.
- Develop a schedule of regular team meetings.
- Provide support, assistance and consultation to staff and assist to resolve problems and conflicts in the workplace.
- Assist with the preparation of annual budgets for the programs at each unit and monitor expenditure across cost centres on an ongoing basis.
- Authorise, maintain and present staff records including time sheets, travel expenses, sick and holiday leave entitlements.
- Provide monthly report on Pathfinders programs operations to the Board.
- Maintain appropriate data collection systems for the programs and clients.
- Maintain the Accreditation status of the programs by ensuring all OCG Child safe standards are met for each young person.
- Review and improve Pathfinders policies and procedures.
- Develop effective mechanisms to respond to compliance and regulatory requirements including case file audits and monitoring systems.
- In direct consultation with the HR Manager: recruit staff; provide induction and orientation to new staff; set and review position descriptions; manage employee performance through supervision, performance review and training.
- Facilitate supervision with all direct line staff reports.
- Attend regular supervision with the Service Director.
- Ensure that the work premises, work practices, plant and equipment used by staff, contractors, clients and visitors are without risk to health and safety and comply with all WH&S requirements.
- Investigate all reports of potential and actual incidents and take appropriate action including referral to the WH&S representative/committee where appropriate.
- Model behaviours, values and actions that will provide positive reinforcement for staff

and for Children and Young People in Pathfinders OoHC programs.

- Encourage all active participation of staff and young people in other Pathfinders activities.
- Advocacy of the young people and of the organisation.
- Present all accounts, Deputy timesheets and financial matters for payment or processing to the Finance Team.
- Ensure that Pathfinders' property and vehicles are maintained to the appropriate standard.
- Complete all reasonable tasks as directed by the Service Director.

Pathfinders - Purpose and Goals

Pathfinder's vision is that all Children, Young People and their Families have a home and family where they feel they belong, are free from abuse, neglect, discrimination and inequality and are able to achieve and contribute to their full potential in Australian society.

Pathfinders provides our Families, Children and Young People 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 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.

Employee Signature

Date