Out of Home Care Program

Job Package

Intensive Therapeutic Care (ITC) House 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, Client Support Services and Out of Home Care services. Pathfinders' services are located across the Mid North Coast, New England and North West Tablelands of NSW. Pathfinders is committed to child-safe, culturally safe and trauma-informed practice across all corporate and service delivery functions, and operates within contemporary governance, risk, compliance and digital environments. Pathfinders' vision is that all children, young people and their families will 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.

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 ITC House Manager

The ITC House Manager is responsible for developing and leading a small core team of Therapeutic Youth Workers to deliver Out of Home Care (OoHC) services within a therapeutic residential setting for Children and Young People in Care. The role ensures the provision of a safe, nurturing and home-like environment for Children and Young People in residence and requires knowledge and understanding of the issues impacting Aboriginal communities, societies and cultures in NSW. The position advocates on behalf of Aboriginal young people and their families by providing culturally appropriate support and services to Aboriginal and non-Aboriginal children, young people and families, and works to build and maintain strong relationships with Aboriginal agencies to support and strengthen families

and cultural connections.
The role is required to ensure that all practices are undertaken in accordance with the Office of the Children's Guardian OoHC Child Safe Standards, Respect@Work legislation, relevant legislation and organisational policies and procedures. This includes promoting a safe, respectful and inclusive workplace and supporting practices that uphold the safety, wellbeing and best interests of Children and Young People in care.

Essential Criteria

- Relevant vocational/tertiary qualifications including a relevant bachelor's degree or diploma and working towards a bachelor's degree and relevant experience in community services, children' s services or family work with a minimum of 3 years' experience.
- 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 Child Protection Act 2012 are not eligible to apply. The successful applicant will be required to provide a current Working with Children Check Number and a National Criminal History Check.

Applicants are also required to:

- Follow a rotating roster.
- 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 NSW Working with Children check number.
- Provide a current National Criminal History check.

Enquiries

Application Enquiries –Human Resources 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 relevant academic qualifications.
    - The names and phone numbers of two recent work-related Referees (at least one referee should be a recent supervisor, if possible).
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.

Pathfinders is committed to inclusive recruitment practices and reasonable adjustments will be provided upon request.

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

ITC House Manager

Position Title: ITC House Manager

Responsible to: ITC Manager

Program: Intensive Therapeutic Care - OoHC

Position Status: (FT) (hours per week)

Salary: SCHADS Award Level 5

Purpose of position

The ITC House Manager 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 ITC House Manager will ensure the provision of a safe, nurturing and home-like environment for Children and Young People in the home.

The ITC House Manager will require knowledge and understanding of the issues that affect Aboriginal communities, societies and cultures in NSW. 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 ITC House Manager will:

- Be responsible to the OoHC ITC Manager.
- Implement strategies set by the OoHC ITC Manager and Pathfinders Policy and Procedures to achieve the goals of the OoHC Therapeutic Homes.
- Adhere to the Role Description for ITC House Manager 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 ITC House Manager 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 NSW 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 ITC 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 ITC Manager for support, debriefing and discussion of issues that may need action.
- Ensure all accounts, 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 such as Pumpkin Run, educational days at Tilbuster etc 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 ITC 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.

Pathfinders across the New England, North West and Mid North Coast Regions and Northern Territory

Pathfinders is now located in offices across the New England and North West Tablelands at Moree, Inverell, Glen Innes, Tamworth and Armidale and the Mid North Coast at Kempsey, Taree, Port Macquarie and Coffs Harbour and Northern Territory at Palmerston and Alice Springs.
Our services continue to grow with our organisation now supporting children, young people and their families with supported accommodation services, family support services, juvenile justice, youth work, child protection, family referral services and Out of Home Care services.

Pathfinders programs and services include:

- Youth social, recreational and vocational programs.
- Family referral services to ensure assistance gets to families and their children when they need it.
- Information and referral assistance to link client with appropriate support agencies.
- Refuge and supported accommodation services to young people.
- Full time support for young people in out of home care.
- Juvenile justice support services to assist young people to reintegrate into our communities.
- Child projection and family referral services.
- Field placement and training for local TAFE and University students seeking employment in human services.
- Provision of out of home care services, foster care support programs and foster care programs for children and young people under the guardianship of the Minister for Community Services.
- Provision of family preservation services, supervised contact, therapeutic camps/activities and after care services to vulnerable children, young people and their families.

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

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Employee Signature **Date**