

Position Description

Position:	Senior Support Worker	Reports To:	Team Leader
Programme:	Care Services	Location:	Mount Gambier
Award:	SCHADS	Classification:	Level 3

Job Purpose

The primary role of the Senior Support Worker within Care Services is to provide on call support and mobile response to staff working with vulnerable and at-risk children/young people. The Senior Support Worker is to be available to attend placements and manage crisis by supporting and empowering staff. This role includes managing out of business hours queries and operational issues.

Baptist Care is committed to caring and nurturing for these clients through the application of trauma informed practice and client centred practise.

Responsibilities and Accountabilities

<p>1. Build and maintain a positive environment for clients in Care Services</p> <ul style="list-style-type: none"> • Understanding of and demonstrated application of a trauma informed approach and client centred practise. • Effectively engage with children, young people and adults • Evidence of effective role modelling and working to develop and implement a caring, supportive and learning environment • Evidence of effectively managing and responding to difficult and/or challenging behaviours • Maintain awareness of clients individual physical and emotional needs and that they are considered and met on a daily basis • Ensure clients have positive care and protection by monitoring placements and programs as per specific program work directives • Undertake internal audits that shows improvement in the provision of quality care.
<p>2. Ensure a safe and secure environment for vulnerable children, young people and adults</p> <ul style="list-style-type: none"> • Respond promptly to illness, accidents and crises situations and performs in accordance with documented procedures and work directives • Inform on Call Manger of situations in accordance with work directives and policies. • Demonstrate appropriate support, advice and decision making, including relevant follow up as per specific program expectations • Consult with on Call Manager if situation is beyond your scope of experience and training. • Monitor quality of care through visiting placements as per work directives and report any findings that need to be addressed • Evidence that client confidentiality is maintained at all times and that all appropriate information management processes are applied and adhered to by self and team.
<p>3. Provide effective supervision and exercise duty of care to Staff</p> <ul style="list-style-type: none"> • Ensure that staff are effectively supported during a critical incident, including appropriate levels of debriefing and follow up if required. • Ensure relevant legislation, policies and procedures are adhered to, supporting Staff to complete relevant documentation and ensuring program compliance • Provide feedback to staff on performance and address any issues in a timely manner

4. Work effectively in a team environment

- Work in genuine collaboration with team members to ensure the application of consistent support and services to the children/young people
- Follow all reasonable workplace requirements and directives
- Act as a role model and mentor for staff team and clients
- Work in collaboration with Internal and External Stakeholders to meet the needs of complex clients.

5. Completion of administration tasks

- Evidence of compliant records are completed
- Evidence that documentation is used appropriately and as directed
- Evidence of specific emergency documentation used appropriately and as directed
- Follow archiving procedure in relation to client files
- Ensure all Critical incidents are collected and faxed to relevant parties within directed time frame
- Ensure relevant risk man incidents are entered within directed timeframe
- Provide shift cover outside of business hours, ensuring appropriate staff are placed on placement.
- Ensure thorough handover email completed after each shift

6. Provide a client focused service

- Ensure and monitor effective service delivery confirmed by feedback from clients, support workers, management and Stakeholders
- Evidence of capacity to respond to crises as required and prioritise clients' needs
- Evidence that appropriate level therapeutic intervention is maintained as per directives from management

7. Manage own 'Self Care'

- Recognise personal needs and limitations in regards to workplace crisis and vivacious trauma
- Ensure all relevant information is reported to Management.
- Develop and identify reflexive behaviour and participate in supervision, meetings and training as directed.
- Prioritise and manage workloads to complete tasks required
- Engage in continuous learning and up-skilling

8. Work Health and Safety (WHS)

- According to the WHS Act 2012, an employee must take reasonable care to protect their own health and safety, and have responsibilities to:
- Ensure that they do not increase the risk to the health, safety or welfare of others through any act or omission.
- Obey reasonable instructions that are designed to protect their health, safety and welfare.
- Use, in the appropriate manner, equipment that is provided to protect their health, safety or welfare.
- Not wilfully interfere with, or misuse, items or facilities provided in the interest of health, safety or welfare of employees.
- Ensure that they are not affected by alcohol or any other drug to such an extent that they endanger themselves or others.
- Report promptly, any hazards, incidents or injuries to their Team Leader/Manager.

9. Quality improvement

- Participate in organisational communication and development systems such as web discussion groups, staff meetings, planning and review days and quality assurance programs.

- Adopt 'Lean Management' principles to ensure improvement in practices and effective use of resources in order to improve performance of corporate services.
- Work with other team members to improve service outcomes for clients and employees by effective complaint management via Riskman, stakeholder feedback and responses to service audit processes.

10. Know and apply Baptist Care SA policies and procedures

- Demonstrated alignment to the Baptist Care SA mission and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Evidence of harmonious working relationships with Baptist Care employees, volunteers and other stakeholders.
- Management of risk and ensure compliance with Workplace Health Safety to the highest standards.
- Demonstrated alignment to Child Wise Accreditation to provide and ensure a safe and nurturing environment for all clients of Baptist Care SA.

Essential Qualifications, Experience, Competencies:

Qualifications

- Relevant tertiary qualifications in the field of Youth Work, Community Services or approved equivalent.

Experience

- Experience working in a similar role;
- Experience in working with vulnerable and at risk children, young people and adults with special needs and/or challenging behaviours.

Competencies (Knowledge, skills and behaviours):

- Demonstrated commitment to work within and apply quality service and Continuous Quality Improvement (CQI);
- Demonstrated commitment to personal development and ongoing training;
- Ability to practice appropriate level therapeutic interventions;
- Ability to mentor and coach team members with a positive "Can do" attitude;
- Organised, attentive to detail and able to prioritise client care;
- Sound written and verbal communication skills, strong interpersonal skills.

Specific employment requirements

- A current and valid full unrestricted South Australia driver's licence (C Class)
- A valid DHS (formerly known as DCSI): Child-Related Employment Screening or Working with Children Check
- Apply First Aid Certificate (min HLTAID003)
- Child Safe Environments Training
- Ability to work outside of normal office hours will be required
- Travel within South Australia and interstate would be required
- The position will have access to a Baptist Care SA pool vehicle for work purposes, occasional use of personal vehicle required
- Available to work across a rotating 24/7 roster including overnight for emergency situations
- A valid Psychological Suitability Assessment
- A valid National Police Check (*as applicable*)
- Willingness to complete the process for Agency Carer Registration
- Evidence of current COVID-19 vaccinations including any booster requirements

MONITORING, EVALUATION AND REVIEW

Status:	Approved	Control:	People & Culture
Signature:	Will Patrick	Version:	1.0
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