



POSITION DESCRIPTION

Title	Residential Services Coordinator
Program/Department	MacKillop Youth Services (Barwon) – Residential Service
Position Number	8.10
Award	Social and Community Services
Classification	Social Worker Class 4
Term	Full time 12 month Contract
Position reports to	Manager Youth Services (Barwon)

1. CONTEXT

MacKillop Family Services was formed in 1997 with the refounding of seven Victorian child welfare agencies of the Sisters of Mercy, Christian Brothers and Sisters of St Joseph. In 2009 the Christian Brothers work in NSW, Edmund Rice Community Services, also joined MacKillop Family Services.

We are one of the largest providers of specialist support services to vulnerable and disadvantaged children, young people and their families in South Eastern Australia. Our work involves:

- Supporting families experiencing disadvantage and crisis;
- Supporting families raising a child with a disability;
- Education and training services for children and young people;
- Services for children and young people who are not able to live at home; and
- Services for the former residents of our founding agencies.

Our services are clustered in thirteen Programs which are in turn grouped into four Divisions. The four Divisions are Barwon Services, Community Programs, Alternate Care and NSW Services. Some 450 staff and 400 volunteers are involved each fortnight in our services across Melbourne, Geelong Mt Druitt and Wollongong.

2. DESCRIPTION OF PROGRAM/DEPARTMENT

The MacKillop Youth Services (Barwon) Program is part of the Barwon Division, which also includes the Bayview Disability Services, Mercy Children's Services and St Augustine's Education and Training Programs.

MacKillop Youth Services (Barwon) provides a continuum of placements (residential, home based care and lead tenant) for young people with high needs and outreach services for young people at risk of homelessness.

3. KEY FUNCTION

The Coordinator Residential Services, MacKillop Youth Services Barwon is responsible for managing the residential services in Geelong for young people who have experienced trauma or abuse, and ensuring quality outcomes for young people in placement. The residential services comprise three residential units (one a therapeutic unit) and contingency residential units as required. The Coordinator works in partnership with the Berry Street Take Two therapeutic clinician to develop a therapeutic approach across our residential services. The residential services team consists of the residential care staff, residential supervisors, the residential caseworkers and the education support worker.

4. POSITION OBJECTIVES

The following objectives relate to the position of Coordinator Residential Services, MacKillop Youth Services Barwon

- 4.1 to coordinate the residential services for young people with complex needs
- 4.2 to supervise and support residential unit supervisors, and other designated staff
- 4.3 to contribute to program and policy development, a collaborative team approach and quality service improvements
- 4.4 to ensure the workplace is safe in accordance with Occupational Health and Safety policy and procedures
- 4.5 to promote and develop MacKillop Family Services

5. MAJOR RESPONSIBILITIES

5.1 Coordination – Residential Units

The Coordinator Residential Services shall:

- coordinate and manage the residential services to ensure quality outcomes for young people in placement
- ensure DHS standards for out-of-home care and organisation policy and guidelines are met and effectively manage breaches
- ensure effective liaison with the Department of Human Services, Protective Services and Placement and Support, regarding case management and placement issues
- ensure care and placement planning and review for each young person in placement
- oversee the implementation of LAC Looking After Children processes
- coordinate DHS CRISSP/CRIS client information data entry
- oversee data entry into MacKillop MRDS client data system
- ensure development and implementation of clear crisis response and behavioural response plans for young people in care
- oversee the maintenance of appropriate client and unit data records, ensuring that sensitive client and staff information is kept secure
- oversee the financial expenditure records of each unit
- promote a strong team approach, ensuring a workplace culture of co-operation, encouragement, affirmation and accountability
- oversee the recruitment and employment of casual residential care workers
- participate in the after hours service as required
- coordinate the after hours response service

5.2 **Supervision**

The Coordinator Residential Services shall:

- ensure regular supervision of the unit supervisors and other designated staff
- ensure all staff receive regular supervision, annual performance appraisals and appropriate professional development opportunities
- facilitate an effective work team
- ensure all residential staff attend mandatory training
- constructively participate in supervision with the Manager

5.3 **Policy and Planning**

The Coordinator Residential Services shall:

- contribute to the development of a therapeutic approach to ensure quality outcomes for young people in placement
- attend regional and statewide out-of-home care forums to remain informed of current developments and to initiate quality improvements within the program
- advise the Manager of critical incidents, including quality of care issues
- assist the Manager with development and review of residential services policy and procedures
- remain informed of new legislative and DHS practice standards for out-of-home care and ensure all staff have a working knowledge of requirements

5.4 **Occupational Health and Safety**

The Coordinator Residential Services shall:

- take all reasonable and practical steps to ensure the workplace is safe in accordance with OH&S policies and procedures and ensure regular consultation with the OH&S Representative
- ensure a proactive and timely response to OH&S issues raised by staff
- participate on MacKillop Family Services OH&S committees as required
- ensure the correct and timely local implementation of Workcover and Rehabilitation/Return to Work policy and procedures
- ensure OH&S responsibilities and objectives are addressed as part of regular supervision and as a leading item on all team meeting agendas
- ensure the implementation of required OH&S audits eg fire safety

5.5 **Program and Agency Development**

The Coordinator Residential Services shall:

- implement the mission and values of MacKillop Family Services
- participate in regular Agency and other forums
- contribute to quality improvement initiatives
- be available to undertake higher duties as Acting Manager and/or secondment elsewhere within MacKillop Family Services
- work generally to ensure the development and application of best practice standards across the organisation

6. KEY SELECTION CRITERIA

- Demonstrated experience in coordination and development of a service
- Knowledge of young people who have experienced trauma and abuse
- Relevant experience with residential care for Child Protection clients
- Demonstrated capacity to implement the core values and purpose of the organisation
- Capacity to supervise multidisciplinary staff and build an effective work team
- Ability to implement and meet required service standards
- Capacity to multi-task
- An appropriate tertiary qualification

7. PROFESSIONAL DEVELOPMENT

The Successful candidate will be required to complete mandatory training as set out in the MFS Training Calendar. For example:

- Emergency Fire Safety Training
- Staff Induction/Orientation
- Privacy
- Managing the Prevention of Discrimination, Harassment & Bullying
- First Aid Level 2/OH&S
- Managing the Potentially Violent Client
- Evasive Self Defence
- Crisis Intervention

Authorised By General Manager:	Anne Condon
Date:	01/03/2010