



Information Package

Therapeutic House Manager (Transitional Care)

Permanent, full-time in Bathurst

Thank you for considering Veritas House as your next employer. We are a vibrant, independent, community-based not-for-profit organisation with a specific focus on supporting vulnerable children, young people and their families. Veritas currently delivers services in Permanency Support (formerly Out of Home Care), Youth Specialist Homelessness Services (SHS), Case Management Support Service (CMSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP) and, Supported Independent Living (SIL), Transitional Housing and Premier's Youth Initiative. The majority of our funding is provided by the Department of Communities and Justice.

This Information Package is designed to tell you more about the role, identify the selection criteria we will be using to select the right candidate, and explain the application process.

Benefits of working with Veritas House

Veritas House is based in the Central West of NSW, with offices in Bathurst, Orange and Dubbo. As an organisation, we are committed to our values:

- Compassionate
- Innovative
- Inclusive
- Individualised
- Culturally sensitive, and
- Fair and honest

If you work with us, you will enjoy:

- Up to \$15,900 tax free salary packaging per annum;
- Exposure to a range of client situations that will develop your skills and allow you to work to your strengths;
- Time and support for clinical supervision;
- A strong, strengths-based culture that values what you do well and will work with you to grow;
- The opportunity to develop your career in an expanding service;
- The chance to make a contribution within the community you call home

If you believe you meet the selection criteria, find that our values resonate and are passionate about our mission of providing values based and child-centred care, advocacy and support in Central Western NSW, we'd like to hear from you.




Position Advertisement

Therapeutic House Manager (Bathurst) Permanent, full-time

Veritas House is a vibrant, not-for-profit, community-based organisation with a specific focus on supporting vulnerable children, young people and their families.

We have an amazing opportunity for an experienced worker to lead a team of Residential Youth Workers, providing care and support to children while they wait for a foster care placement.

In this full-time, permanent role, you will:

-  Lead the “parenting team” in a beautiful home in Bathurst
-  Work with children and young people as they transition into foster care
-  Provide trauma informed therapeutic care to young people with low-medium needs

This is an opportunity to make a difference in the lives of these children, by providing a warm and nurturing environment as they transition into foster care placements.

All employment at Veritas House is subject to a clear Working with Children Check & satisfactory National Criminal Screening.

To apply:

Full details of the position, including the selection criteria and information on how to apply, can be found in the Information Package on our website: www.veritashouse.org.au

Applications **MUST** include a cover letter, your resume, and a statement addressing the selection criteria.

Applications close at 9.00 am on Monday 30th March 2020.

Aboriginal and Torres Strait Islander people and people from a CALD background are warmly encouraged to apply.

How to apply for this role

These guidelines aim to assist you in submitting applications for vacancies with Veritas House. The following may assist you in preparing your application:

- Carefully read through this Information Package.
- Conduct some initial research on the organisation by browsing the website and reading key resources.
- If required, seek clarification or additional information on the organisation and the position.
- Decide whether you possess, and can demonstrate, your skills and experience against the selection criteria.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, identify the action you took, & summarise the subsequent result. Keep your responses concise and in addition to your resume.
- Be aware of the closing date. If, for any reason you cannot submit your application by the closing date, you should ring the contact person to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids) when attending interview, please discuss these with the contact person when the interview is being arranged.

What you need to include in your application

Veritas House uses a streamlined approach to recruitment. **All applications require:**

1. A Cover Letter introducing yourself and outlining your interest in the position
2. Statement addressing each of the Selection Criteria (listed on the last page of this document). Each selection criteria should be identified with a heading, followed by a paragraph providing examples of how you have met the criteria.
3. Resume/Curriculum Vitae (CV) that should include:
 - a. contact details including telephone number and email address
 - b. education/qualifications
 - c. an employment history summary including (for each position):
 - i. the employer
 - ii. start and finish dates
 - iii. your position/title
 - iv. your responsibilities and achievements in the position
 - d. professional registrations and/or memberships

You do not need to submit copies of your identification or qualifications. If required, these will be checked later in the recruitment process.

References do not need to be included in your application. Referees will only be contacted if required, and your permission to contact them will be sought first.

Submitting your application

Applications should be submitted via email (by the closing date and time) to:

employment@veritashouse.org.au

Position Description

Position Title:	Therapeutic House Manager
Position Status:	Full-time, Permanent
Reports to:	Operations Manager, Supported Independent Living and Residential Services
Program:	SILARS
Location:	Bathurst
Relevant Awards:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Grade 5 Level 5.1-5.3 (dependent on experience)

Requirements:

- Current driver's licence
- NSW Working with Children Check clearance and satisfactory Criminal Record Check
- Undergraduate degree in Social Work, Psychology, Criminal Justice or other related Human Services field

Veritas House Vision

Our Vision is to contribute to the creation of a socially just and caring community in which every person is safe, secure and valued.

Veritas House – Values

The following core operating values influence the culture and public image of Veritas. They articulate ideals that the organisation aspires to hold itself accountable for and offer guidance about how the organisation behaves in carrying out its mission:

- Compassionate
- Innovative
- Inclusive
- Individualised
- Culturally sensitive and
- Fair and Honest

Primary Objective of the Veritas House SILAR programs

To provide the highest quality services in NSW, consistent with the Veritas House mission and values so that the needs of young people within the SILARs remit are met.

Primary Objective of the Position

To supervise, support and provide trauma informed therapeutic care for young people with low to medium needs in a transitional care, home-based setting and to guide their transition to permanent foster care placements.

Your Level of Decision Making and Authority

You are expected to:

- Act within policy and procedure
- Make decisions within the scope of this position description

Decisions that are made by you after consultation with your Team Leader:

- Management of underperforming staff

Decisions that are referred to your Team Leader/Manager:

- All issues that require a sign off / approval from the Team Leader, Executive Manager or CEO;
- Issues outside of policy guidelines
- Complaints from children or young people
- Requests for new business from funding bodies
- Complaints from funding bodies

Position-Specific Roles and Responsibilities

House Management

- Coordinate the day-to-day, 24/7 running of the home;
- Manage the household budget and day-to-day expenditure;
- Supervise the day to day running of the home in respect to good care of the residents, household duties, property and grounds maintenance and staff deployment including cleaning, shopping, meal preparation, roster changes and staff replacement.

Child/Young Person's Support

- Provide day to day physical and emotional care of children and young people in residential care that meets agency standards and policies and, in conjunction with other staff, contribute to the therapeutic focus of work with each young person;
- Provide guidance and leadership for the young people and staff in developing and maintaining an appropriate set of expectations of behavior for all children within the home;
- Ensure the rights of children and young people are protected and respected at all times;
- Assist children and young people to access community activities and services that foster their resilience and sense of belonging to their communities;
- Provide formal and informal educational opportunities for the children and young people in order for them to attend and achieve at school or training, learn basic independent living skills, social and personal development skills;
- Ensure that the physical environment is maintained to a standard that creates a sense of pride and warmth in their surroundings for each young person;
- Provide care and support for young people, including the provision of personal domestic support by cooking nutritional meals, clothes, maintenance, budgeting, educational support and development, community re-integration and transition from residential care;
- Ensure that all staff are aware and informed regarding any relevant medical issues for children and young people including administering and storage of medication;
- Work collaboratively with therapeutic specialists and the case workers to ensure resident's Care Plans and Therapeutic Support Plans facilitate their participation in activities and experiences that enhance development, cultural, social and therapeutic outcomes;
- Engage with young people to ensure their voices are heard and they have input into daily

living decisions as well as understanding their responsibilities and boundaries

Social Environment

- Create, in conjunction with residential workers, a warm, structured, secure environment and maintain an accepting and supportive relationship with family and community contacts of each young person.

Staff Leadership & Team Work

- Lead the house team through co-operation, collaboration and professionalism, including resolving any conflict in a timely and thoughtful manner;
- Work cooperatively with other staff involved in the care and development of children and young people in placement to ensure that routines, community activities, expectations and behavior management strategies and underpinning theoretical principles associated with the unit program are consistently maintained for the children/young people;
- Support staff in their day to day work and report on staff's performance and developmental needs to your Team Leader;
- Maintain rostering across a 24/7 roster to ensure staffing levels are maintained, along with staff consistency and responsiveness;
- Supervise direct care (residential care workers) staff and provide formal monthly reflective supervision.

Team Participation & Work Management

- Contribute to the ongoing development of a dynamic, creative and cohesive team;
- Contribute to the development of solid, equitable and honest relationships that support a strong team approach and to maintain a strong work ethic in personal efficiency and effectiveness at all times;
- Use supervision, professional development and Veritas House performance accountability processes to enhance outcomes for children and young people.

Cultural Sensitivity and Appropriateness

- Placements and permanency plans are followed in accordance with Aboriginal and Torres Strait Islander placement principals;
- Culturally and linguistically diverse children and young people have plans in keeping with their culture;
- Demonstrate cultural awareness and appropriateness in all interactions with colleagues, clients, providers and others interacting with the service.

Accountability

- Accept line supervision from your Team Leader/Manager;
- Maintain work records and statistical data as required;
- Work within and abide by all policies, practices and guidelines of Veritas House;
- Attend team meetings as requested;
- Have a clear understanding of confidentiality and privacy issues pertinent to service users, staff and the Agency;
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.

Work within a Legal & Ethical Framework

- All work must be carried out in accordance with current service policies, procedures, aims and objectives, common law and funding agreement guidelines;
- Maintain and ensure strict confidentiality.

- At all times demonstrate commitment to the Staff Code of Conduct.
- Comply with all relevant legislation.

Work Health and Safety

- Participate in WHS consultation and training as required;
- Actively promote safe work practices in the workplace;
- Adhere to Veritas House WHS policies and procedures;
- Report to your Team Leader/Manager and the WHS Officer any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports;

Other Organisational Requirements

- Contribute to the promotion of the organisation by networking with interagency partners and key stakeholders;
- Work as an active member of the wider Veritas House team assisting in other appropriate tasks as required, or as directed from time to time by your Team Leader or an Executive Officer;
- Ensure that your behaviour and practices support and reflect the Veritas House values and promote the organisation’s mission;
- Demonstrate a willingness to work reasonable extra hours as required for the benefit of the children, young people and the organisation;
- Ensure the effective maintenance and repair of all property, vehicles and equipment to an appropriate standard;
- Act as a role model of professional behaviour inside and outside the workplace and in the community, wherever you can be identified as a worker of Veritas House.

CONDITIONS OF EMPLOYMENT

All Veritas House workers are bound by the terms and conditions contained in the Veritas House Letter of Offer, the Position Description, the relevant Industrial Award(s), Veritas House Policies, Procedures and the Veritas House Staff Code of Conduct, as amended and as endorsed by the Veritas House Executive from time to time.

Veritas House reserves the right to vary this Position Description at any time in response to the changing needs of the organisation, and the occupant will be required to attend to other duties as directed from time to time by an Executive Officer.

ACCEPTANCE OF POSITION DESCRIPTION & CONDITIONS OF EMPLOYMENT

I have read and understood the Veritas House Employment Contract, the Position Description, and the Veritas House Staff Code of Conduct and will at all times conduct myself in accordance with the instructions and principles contained within those documents. I understand failure to do so could result in disciplinary processes which may end in termination of employment.

Employee Name

Date

Operations Manager, SILARS

Date

Selection Criteria

Essential

1. A relevant undergraduate qualification in social work, psychology, criminal justice and/or related behavioral sciences
2. Demonstrated ability to roster, supervise and mentor a team and provide professional development opportunities
3. Demonstrated ability to work with children and young people with complex care needs
4. Demonstrated understanding of the case management process, including reporting complex information concisely, liaising with other agencies and advocating on behalf of the client with families and service providers
5. Knowledge and understanding of the legislation, rights and resources available to children and young people who have been placed in out of Home Care, including requirements for leaving and after-care planning
6. Experience providing incidental counselling and mentoring to young people with complex needs
7. Demonstrated ability to use strengths based, person-centred and solutions-based approaches with young people
8. Demonstrated ability to use initiative and be self-directed.