



Information Package

House Manager – Interim Care

Bathurst location, permanent full-time

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, Youth Specialist Homelessness Services (SHS), Case Work Support (CWSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP), Supported Independent Living (SIL), Interim Care and the 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 and Orange. As an organisation, we are committed to our values:

Relationships

We are all connected and the way we behave towards each other matters. Showing respect, being inclusive and communicating in a kind and honest way gives everyone the opportunity to feel valued. Strong relationships lead to mutual understanding and support.

Collaboration

We work together to solve problems and deliver solutions. We understand that bringing people together fosters empathy, builds trust and sparks creativity. Collaboration helps us achieve our goals and the goals of the children, young people and others we work with.

Compassion

With an open mind, we accept people without prejudice or judgement. Compassion opens our minds to others, regardless of our differences. Compassion allows us to work in a caring, well-informed way that respects the experiences and needs of the people we work with.

Authenticity

We are true to ourselves and stand up for what we believe, regardless of pressure from others. We don't try to be what we're not, and this transparency means others know where they stand with us. Our actions are genuine and without pretence.

If you work with us, you will enjoy:

- Access to not-for-profit **salary packaging** options of up to \$15,900 per year plus meals and entertainment benefits (Salary Packaging can lower your taxable income and help you pay less tax – a great benefit to working for a not-for-profit organisation!)
- **Additional paid leave** once your probationary period is complete (what we call 'Wellbeing Days')

- Discounted **gym memberships**
- Use of a **company vehicle** for all work related travel
- Working for a passionate, locally based **community** organisation that values diversity in all its forms
- Opportunity to **develop your skills** through training and experience, working within a trauma informed team
- Individual and group **professional supervision** with our Clinical and Consultation Services team
- Continuing **professional development** opportunities
- Work for an organisation with a **diverse range of services**, including Permanency , Youth Specialist Homelessness Services, Case Work Support Service, Targeted Earlier Intervention, Homeless Youth Assistance Program, Supported Independent Living, Interim Care and Premier's Youth Initiative.
- **Great career opportunities** – the chance to move into different roles in different services, to experience “higher duties” when a more senior worker is on leave, to be coached and mentored by experienced senior workers. Two of our current Executive Management Team commenced their careers with Veritas House as casual youth workers!

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

House Manager – Interim Care

Bathurst location, permanent full-time, day work

Veritas House is a vibrant not-for-profit, community-based organisation with a specific focus on supporting vulnerable children, young people & their families. At Veritas House we value relationships, compassion, collaboration and authenticity. We are non-judgemental, honest, realistic and committed to great results. To work with us, you will be passionate about providing support to young people, breaking the cycle of homelessness and assisting young people at risk.

About the role:

The Interim Care Program provides a home-like environment for up to four young people, between the ages of 9 and 14 years, with low to medium needs.

This House Manager oversees one house and a team of dedicated Residential Care Workers, to ensure we provide a secure, safe and supportive home environment for children and young people.

The House Manager will:

- Ensure the physical and emotional care of children and young people in residential care that meets agency standards and policies;
- Ensure the rights of children and young people are protected and respected at all times;
- 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
- Supervise the day to day running of the home including: the care of the residents, household duties, property and grounds maintenance and staff rostering.
- 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;

This is a valuable role in our organisation, graded as a Level 5 under the SCHCADS Award.

This is your opportunity to really make a difference in the lives of young people who have experienced significant trauma, while growing your skillset in a stable and values-driven organisation.

Selection Criteria

All applicants must address the following selection criteria below, by writing a brief paragraph that includes examples of how you meet the criteria. Please tell us how you meet the selection criteria - we can't assess your application without it!!

1. A relevant undergraduate degree 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.

To apply:

Submit your cover letter resume (which includes answers to the selection criteria) by the due date to employment@veritashouse.org.au

Applications close at 9.00 am on Tuesday 4th March 2025

Full details on this position, including the position description and & information on how to apply, can be found in an Information Packages on our website: www.veritashouse.org.au.

All employment at Veritas House is subject to a clear Working with Children Check, and a satisfactory Police check. You must also have appropriate working rights to apply for this role.

We hire on merit alone and welcome the true, authentic and diverse person you are.

We value a team as diverse as our community! Irrespective of your culture, ethnicity, race, gender identity, age, linguistic background, religion, disability or sexual orientation – we welcome the unique contributions that you can bring to the Veritas House team, and celebrate diversity in everything that makes you, YOU!

Guide on how to apply for positions at Veritas House

These guidelines aim to assist you in submitting applications for vacancies with Veritas House.

- 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/or 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, and 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 in the Advert and 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:	House Manager
Reports to:	Operations Manager, Supported Independent Living and Residential Services
Program:	Interim Care - SILARS
Location:	Bathurst
Relevant Awards:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Level 6.1-6.3 (dependent on experience)

Requirements:

- Current driver's licence
- NSW Working with Children Check clearance and satisfactory Criminal Record Check
- Minimum of a Diploma in Community Services, Youth Work, Psychology, Criminal Justice or Other related 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 we hold ourselves accountable to and offer guidance about how we behave in carrying out our work:

- **Relationships**
We are all connected and the way we behave towards each other matters. Showing respect, being inclusive and communicating in a kind and honest way gives everyone the opportunity to feel valued. Strong relationships lead to mutual understanding and support.
- **Collaboration**
We work together to solve problems and deliver solutions. We understand that bringing people together fosters empathy, builds trust and sparks creativity. Collaboration helps us achieve our goals and the goals of the children, young people and others we work with.
- **Compassion**
With an open mind, we accept people without prejudice or judgement. Compassion opens our minds to others, regardless of our differences. Compassion allows us to work in a caring, well-informed way that respects the experiences and needs of the people we work with.
- **Authenticity**
We are true to ourselves and stand up for what we believe, regardless of pressure from others. We don't try to be what we're not, and this transparency means others know where they stand with us. Our actions are genuine and without pretense.

Primary Objective of the Veritas House SILARS 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 Operations Manager:

- Management of underperforming staff

Decisions that are referred to your Operations 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 Operations Manager;
- 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 (and document) formal monthly reflective supervision.

Other Duties and Responsibilities:

Team Participation & Work Management

- Contribute to the ongoing development of a diverse, inclusive, 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, team meetings and Veritas House performance accountability processes to enhance outcomes for children and young people.

Cultural Sensitivity and Appropriateness

- Placements and permanency plans are done 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;
- Coordinate and run Team Meetings
- 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 Veritas House policies, procedures, aims and objectives, relevant funding agreement guidelines and legislation
- 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;
- 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.
- Be a part of the On-call team unless otherwise agreed by your direct Manager

Conditions of Employment

All Veritas House workers are bound by the terms and conditions contained in the Veritas House Employment Agreement, the Position Description, the relevant Industrial Award(s), Veritas House Policies, Procedures and the Veritas House Staff Code of Ethics and 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.

Selection Criteria

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