

Information Package

Residential Care Worker



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 Services (CWSS), Targeted Early Intervention (TEI), Homeless Youth Assistance Program (HYAP), Supported Independent Living (SIL), Interim Care Model (ICM) and the Premier's Youth Initiative (PYI). 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:

- Up to \$15,900 tax free salary packaging per annum;
- Discounted gym memberships;
- 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;
- Additional leave after 6 months employment

- 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

Residential Care Worker

We are looking for a permanent part-time Residential Care Worker to join our Interim Care team in Bathurst.

In Interim Care, we provide a home-like environment for children and young people who are waiting for foster care placements. Our Residential Care Workers are part of a dedicated team, led by a House Manager, who works with up to four low to medium-needs children. The team provide day-to-day care, supervision and support for children in a residential setting.

This amazing opportunity suits Residential Care Workers who are looking for job security, and regular work across a 4-week rotating roster, (which includes sleepovers), with overtime options available.

With the exception of the sleepover period, all shifts are double staffed.

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

All applicants must address the following selection criteria, 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!

The successful applicant for the permanent part-time position will work the below roster initially as "Worker F" (coloured dark green on the roster).

Week	Shift Times	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2	9am - 5.06pm	House Manager			House Manager	House Manager		
	7am-5pm 10hrs	G -	G -	G -	F -	F -	F -	F -
	Afternoon Shift	4:30pm-10pm 5.5hrs D -	12pm-10pm 10hrs E -	12pm-10pm 10hrs E -	4:30pm - 10pm E -	4:30pm-10pm 10hrs D -	12pm-10pm 10hrs G -	12pm-10pm 10hrs G -
	Pre-sleeper 5-10pm Shift	A -	B -	A -	B -	C -	D -	C -
	Sleeper 10pm-7am Shift	A -	B -	A -	B -	C -	D -	C -
3	Post Sleeper	7am-9am 2hrs E -	7am-12pm A -	7am-12pm 5hrs B -	7am-9am 5hrs A -	7am-9am B -	7am-12pm 5hrs C -	7am-12pm D -
	Shift Times	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	9am-5.06pm	House Manager		Team Meeting	House Manager	House Manager		
	Team Meeting 12:30 - 2:30							
	7am-5pm 10hrs	A -	A -	A -	B -	B -	B -	B -
4	Afternoon shifts	4:30pm - 10pm G -	12pm-10pm 10hrs G -	12pm-10pm 10hrs G -	4:30pm-10pm 5.5hrs C -	4:30-10pm 5.5hrs C -	12pm-10pm 10hrs C -	12pm-10pm 10hrs C -
	Pre-sleeper 5pm-10pm Shift	D -	E -	F -	E -	F -	G -	A -
	Sleeper 10pm-7am Shift	D -	E -	F -	E -	F -	G -	A -
	Post Sleeper	7am-9am 2hrs C -	7am-12pm 5hr D -	7am-12pm 5hrs E -	7am-9am 2hrs F -	7am-9am 2hrs E -	7am-12am 5hrs F -	7am-12pm 5hrs G -
	Shift Times	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	9am - 5.06pm	House Manager		Team Meeting	House Manager	House Manager		
	Team Meeting 12:30 - 2:30							
	7am-5pm 10hrs	E -	C -	C -	C -	C -	D -	D -
	Afternoon shifts	4:30pm-10pm B -	12pm-10pm 10hrs B -	12pm-10pm 10hrs A -	4:30pm-10pm 5.5hrs A -	4:30pm-10pm 5.5hrs A -	12pm-10pm 10hrs B -	12pm-10pm 10hrs B -
	Pre-sleeper 5pm-10pm Shift	G -	D -	G -	F -	E -	F -	E -
Week	Sleeper 10pm-7am Shift	G -	D -	G -	F -	E -	F -	E -
	Post Sleeper	7am-9am D -	7am-12pm G -	7am-12pm 5hrs D -	7am-9am 2hrs G -	7am-9am F -	7am-12pm E -	7am-12pm F -
	Shift Times	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	9am - 5.06pm	House Manager		Team Meeting	House Manager	House Manager		
	Team Meeting 12:30 - 2:30							

Selection Criteria

1. Minimum of, or working towards, a Certificate IV in Youth Work/Community Services/Mental Health/similar
2. Experience working with young people or within a residential care setting
3. Ability to work across a 24/7 roster (a copy of our roster pattern is included in the information pack on our website www.veritashouse.org.au)
4. A current driver's licence, 3 doses of COVID-19 vaccination and first aid certificate

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 close at 9 AM on Wednesday 8th May, 2024

All employment at Veritas House is subject to a clear Working with Children Check and a satisfactory Police check and appropriate vaccination against COVID-19 (currently 3 doses). You must also have appropriate working rights to apply for this role (working visas of less than 12 months will not be considered).

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!

How to apply for this role

These guidelines will help 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/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, the action you took, and a summary of the 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:	Residential Care Worker
Reports to:	House Manager
Program:	Interim Care - SILARS
Location:	Bathurst
Relevant Awards:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Level 3.1-3.4, dependent on qualifications and experience

Requirements:

- Current driver's licence
- NSW Working with Children Check clearance and satisfactory Criminal Record Check
- Minimum Cert IV in Community Services or Youth Work with experience, OR a Diploma or Degree in Psychology, Social Work, Criminal Justice or a related field

- Appropriate vaccination against COVID-19

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

Our core operating values influence the culture and public image of Veritas. They articulate ideals that we aspire to hold ourselves accountable for and offers guidance about how we behave in carrying out our mission.



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

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Primary Objective of 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 provide person centred, therapeutic and strengths-based trauma informed care to children and young people living in a residential setting.

Your Level of Decision Making and Authority

You are expected to:

- Act within policy and procedure

Decisions that are made by you after consultation with your House Manager:

- Changes to household routine
- Changes to your roster

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

Supervise, support and care for children and young people in a residential setting

- Provide flexible, professional and accountable therapeutic care, supervision and support that ensures the safety and wellbeing of residents;
- Maintaining a comfortable and safe home environment with a high standard of care and cleanliness;
- Monitor the physical and emotional well-being of residents;
- Assist in the development of age-appropriate living skills in the areas of meal preparation, diet, domestic chores eg. Washing, household cleaning, garden maintenance etc;
- Facilitate personal growth including awareness of appropriate health, hygiene, sexual and personal development, self-esteem etc;
- Where required, help to re-engage the young person with appropriate educational providers, liaise with health services and transition the young person into socially inclusive activities;
- Key worker responsibilities if required;
- Be a positive role model to the young people to assist them to model and learn appropriate social and life skills;
- Transport children and young people to scheduled visits, appointments and daily transporting requirements;
- Maintain and keep up to date all daily record keeping requirements and write reports as required ie. Daily shift overviews, communication book, incident reports, case plan summaries, shift reports etc;
- Provide accurate and timely written reports to a high standard;
- Attend and actively participate in all staff meetings, in-service training and external training as required;
- Liaise with other staff and relevant professionals as required;
- Report risk of harm concerns to House/Team Leaders According to Mandatory Reporting Guidelines

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

- 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 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.

SELECTION CRITERIA

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