

# Information Package



## Residential Care Worker (Interim Care)

### Bathurst location, permanent part-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 (formerly Out of Home Care), Youth Specialist Homelessness Services (SHS), Case Management Support Services (CMSS), 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, Orange and Dubbo. 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 pretense.

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 & allow you to work to your strengths;
- 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 Workers (Interim Care)

#### Bathurst, permanent part-time!

#### About Veritas House

Veritas House is a vibrant not-for-profit, community-based organisation with a specific focus on supporting vulnerable children, young people & their families. Veritas currently delivers services in a range of DCJ-funded programs.

#### About the role

We have a number of permanent part-time and casual vacancies available!

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 work 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.

These amazing opportunities suit 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.

#### Why work for us?

As an organisation we value collaboration, authenticity, compassion and relationships and together, we work towards achieving a world where every person feels safe, secure and valued. We do work we're proud of, but we offer more than just the chance to feel good:

- An attractive hourly rate, from \$32.54 plus shift, weekend, overtime loadings! (increases dependent on your qualifications and experience)
- Not for profit salary packaging options up to \$15,900 per year plus meals and entertainment benefits
- 5 weeks of annual leave
- Additional leave once your probationary period is complete
- Discounted gym memberships
- Use a work vehicle for all work travel
- Working for a passionate, locally based community organisation in Bathurst
- Opportunity to develop your skills working within a dedicated team
- Build your career with training and progression opportunities
- Individual and group professional supervision as well as other continuing professional development opportunities

#### 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
4. A current driver's licence and first aid certificate

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

To assist you with your application, we have provided a handy Application Template, located on our website [www.veritashouse.org.au](http://www.veritashouse.org.au)

**To apply:**

Submit your cover letter and resume by the due date to [employment@veritashouse.org.au](mailto:employment@veritashouse.org.au)

**Application close at 9.00 am on Wednesday 26 January 2022.**

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

(**HINT:** Our website also includes a template to assist you in your application.)

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## Guide on how to apply for positions at Veritas House

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/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 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. You may chose to use our handy template to assist you. This can be found on the careers page on our website.
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](mailto:employment@veritashouse.org.au)

## Position Description

<b>Position Title:</b>	Residential Care Worker
<b>Reports to:</b>	House Manager
<b>Program:</b>	Interim Care - SILARS
<b>Location:</b>	Bathurst
<b>Relevant Awards:</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Classification:</b>	Level 3.1-3.3, 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

### 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

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.

### 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.

### **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.

## Selection Criteria

### Essential

1. **Minimum Cert IV** in Youth Work or Community Services plus experience in residential work, OR Diploma or Degree in Psychology, Social Work, Criminal Justice or similar human services field
2. Experience working with challenging behaviours such as verbal and physical aggression
3. Understanding of case management model
4. Computer literate and the ability to complete all reports
5. Strong problem-solving, crisis management and interpersonal communication skills
6. Knowledge of the child protection sector and issues facing children in out-of-home care
7. Previous experience working within a residential care setting with young people
8. 24/7 roster availability (including ability to work weekends and public holidays)
9. Current driver's license and first aid certificate