

<b>POSITION TITLE</b>	<ul style="list-style-type: none"> <li>Residential Worker</li> </ul>
<b>EMPLOYING ORGANISATION</b>	<ul style="list-style-type: none"> <li>Anglicare North Queensland Limited</li> </ul>
<b>PROGRAM</b>	<ul style="list-style-type: none"> <li>Diversionary Centre.</li> </ul>
<b>PROGRAM DESCRIPTION</b>	<p>The Lyons Street Diversionary Centre is a facility for intoxicated individuals who: are at risk of being a danger to themselves or other people, are causing a public nuisance or who would otherwise be detained. The Centre provides a safe and culturally appropriate sobering up facility where clients are provided with supervision, care, companionship and support.</p>
<b>REMUNERATION</b>	<ul style="list-style-type: none"> <li>As per Contract</li> <li>Salary Sacrifice options available</li> <li>Superannuation</li> </ul>
<b>HOURS</b>	<ul style="list-style-type: none"> <li>As per Contract</li> </ul>
<b>PROGRAM LOCATION</b>	<ul style="list-style-type: none"> <li>53-99 Lyons St Bungalow, Cairns. QLD 4870</li> </ul>
<b>REPORTING ARRANGEMENTS</b>	<ul style="list-style-type: none"> <li>The Residential Worker reports to the Program Manager.</li> <li>Refer to Organisational Flow Chart for wider reporting arrangements within the overall corporate structure.</li> </ul>
<b>PRIMARY THEME/S OF POSITION</b>	<ul style="list-style-type: none"> <li>To carry out tasking involved in the provision of accommodation and support to clients of the service, including cleaning and food preparation.</li> </ul>
<b>POSITION DESCRIPTION ENDORSED BY</b>	<ul style="list-style-type: none"> <li>Chief Executive Officer</li> </ul>
<b>DATE REVISED</b>	<ul style="list-style-type: none"> <li>April 2009</li> </ul>
<b>NEXT REVISION</b>	<ul style="list-style-type: none"> <li>April 2012</li> </ul>

### **Mission Statement**

Anglicare North Queensland Limited strives to achieve social justice and provide opportunities for people in need to reach fullness of life, in response to the Christian faith.

### **Vision**

To have a just society, where people in need are empowered and enjoy living in a world that respects and values them with equal rights and opportunities; where they have a strong voice and where their presence and energy is celebrated.

### **Values**

Anglicare North Queensland Limited:

- Is dedicated to the principles of social justice, anti-discrimination, non violence and is against harassment in any form.
- Is committed to challenging the ecological and structural forces impacting on our community and believes that interventions should not be limited to facilitating change within individuals, but also extend to the broad social context in which we live.
- Believes that each person is a valuable individual with unique skills, experiences and resources that equip them for survival and growth.
- Recognizes the needs of those involved in the organisation to a safe, comfortable and non-threatening environment.

- Believes that people are capable of identifying their own needs and acting to meet these needs.
- Recognises that those most in need are the primary clients of the organisation while acknowledging accountability requirements to others in the community.
- Is committed to practices that:
  - Treat all individuals with respect.
  - Promote maximum self worth and dignity.
  - Protect the rights of all concerned.
  - Protect the privacy of all concerned.
  - Encourage free choice.
  - Avoid re-enactment of trauma, abuse, disadvantage or powerlessness.
  - Facilitate collaborative processes for working alongside and on behalf of the community in need.
  - Are respectful and inclusive and which value and encourage the strength, energy and creativity of the community.

## **SELECTION CRITERIA**

### ***Essential***

1. Ability to communicate sensitively and effectively and have demonstrated evidence of understanding the issues affecting Aboriginal and Torres Strait Islander people
2. Certificate III in Community Services or willingness to obtain within 12months.
3. Understanding of, and commitment to the mission, vision and values of Anglicare NQL, and a demonstrated commitment to social justice, cultural sensitivity and anti-racism.
4. A caring philosophy of understanding and compassion to support the physical, psychological, and spiritual well being of Aboriginal and Torres Strait Islander people
5. Well developed communication, rapport building, listening and interpersonal skills to respectfully, sensitively and appropriately interact with people from culturally diverse groups in particular Aboriginal and Torres Strait Islander people; and to participate in a cooperative team.
6. Possession of or the ability to acquire a Blue Card - Suitability for Child Related Employment as well as a First Aid and CPR Certificate, Qld drivers licence and willingness for ANQL to undertake a Criminal History Check.

## **FOUNDATION ACTIVITIES OF POSITION – ALL STAFF**

All members of staff, through active support from the relevant supervisor, will:

- Ensure that the mission, vision, values, code of ethics and behaviour are understood, integrated and modeled into day-to-day practice with clients, colleagues, and Board of Directors and community stakeholders.
- Be actively committed to a cooperative, supportive and respectful workplace environment and culture; informed through principles of access and equity, anti-discrimination and harassment and cultural diversity.
- Develop an understanding of the contractual, organisation and program policies and procedures, relevant to the position, and how they apply in day to day practice.
- Actively participate and contribute to the quality assurance and continuous quality improvement agenda of the program and organisation.

- Actively participate in internal and external training and development opportunities to continuously develop in the position.
- Actively prepare for, and participate in regular internal supervision; team, program and organisational meetings; and performance appraisals.
- Keep senior staff regularly informed of issues and needs relating to the position, program and organisation.

### **SPECIFIC ACTIVITIES OF POSITION**

In parallel to consolidating the foundational activities listed above, the Residential Worker will carry out the following specific activities under the active and ongoing induction and supervision of the Program Manager:

#### **Development of Program**

##### ***Planning and Resourcing***

- Actively participate, and contribute to the continuous improvement and planning of the program; in particular the delivery of quality client services in line with the mission, vision and values of Anglicare North Queensland Ltd; service agreements and policy and procedures.
- Contribute to the continuous improvement and planning of Anglicare North Queensland Ltd, including strategic and operational planning initiatives, where required.
- Provide input into opportunities for ongoing learning, training and development plans at the program and positional levels.
- Undertake the appropriate individual administration of time sheets, sick leave, annual leave forms and submit to the Program Manager.
- Contribute to maintaining a professional work environment and premises, and report property management, site problems or incidents to the Program Manager.
- Undertake relevant training with regards to workplace health and safety obligations as requested by the Program Manager.

##### ***Delivery of Client Services***

#### **1. Provision of support**

- Ensure premises are always staffed throughout each shift.
- Tasking associated with the provision of services to clients.
- Ensure Police correctly complete Form 44: Place of Safety Undertaking (Drunk Diversion).
- Monitor clients to ensure their well being while clients are in the care of the organisation.
- Prepare and serve meals for clients who receiving services.
- Ensure no alcohol or drugs are brought into the premises by clients while clients are in care of the organisation.
- Provide support and assistance to all clients including seeking the services of an interpreter if required.
- Assist clients to provide feed back on service at exit.
- Assist clients to document complaints in relation to any unfair treatment.
- Respond to identified emergencies and offer first aid assistance when needed.
- Ensure care is taken in relation to the safety and well being of clients.

#### **2. Anglicare Diversionary Centre Duties**

- Participate in the duty roster, including negotiated breaks

- Participate in the admission process.
- Record client information on the admission forms provided and transfer client information to the computer system prior to the completion of each shift, or enter information directly into the computer systems based on directions from the Program Manager.
- Carry out regular checks on clients who are accommodated at the Centre to ensure the safety of clients while they are on the premises.
- Ensure client property is safely stored in the lockers.
- Provide information and referral to the Diversionary Centre clients.
- Provide referrals to relevant agencies and service providers where appropriate.
- Maintain cleanliness and hygiene and upkeep of the premises and household items. This may include cleaning, sweeping, emptying rubbish bins, changing and laundering linen, disinfecting shared areas and following infection control policy and procedures.
- Maintain cleanliness and hygiene and upkeep of service vehicles, ensuring vehicles are regularly serviced and mechanically sound.
- Maintain security of the premises.
- Ensure the premises are clean at the end of each shift and ready for the handover to the next shift.

### 3. Liaison and Networking

- Liaise with community groups and police as required or as directed by the Program Manager.
- Liaise with the community and families of clients.

### 4. Ongoing Professional Development

- Identify and attend appropriate training opportunities in consultation with Program Manager.
- Develop an understanding of Anglicare Policies and Procedures and ensure all work is carried out in accordance with these policies and procedures.

### 5. Data Collection

- Develop an understanding of, and adhere to, all internal data collection systems.
- Participate in the identification of changing patterns.
- Ensure accurate and current records for all clients are confidentially maintained.
- Document all incoming and outgoing telephone calls on the Service Records Reception System (SRS) as calls are received and made.

### 6. Peer Support and Teamwork

- Participate in teamwork activities.
- Use a team approach for client assessments.
- Support other staff in the carrying out of their duties.
- Support and assist other staff on shift to respond to client needs consistent with duty of care and other Policies and Procedures.
- Participate in activities which contribute to effective team work.

### 7. Evaluation of Service Outcomes

- Encourage clients to use appropriate internal or external grievance procedures to resolve disputes when they arise.
- Ensure both negative and positive feedback is recorded in client files and brought to the attention of the Program manager.
- Participate and contribute to ongoing evaluations of Anglicare's Policies and Procedures.

- Contribute to the continuous improvement of the service by encouraging clients to offer suggestions for improvements, or modification to, the service.

***Continuous Improvement, Learning, Evaluation and Reporting***

- Maintain regular case records and compile statistics clearly and accurately and in a format suitable for line supervision, team meetings and the preparation of formal reports as required.
- Provide weekly/fortnightly reports to the Program Manager and Department of Child Safety that reflects the ongoing review and progress of the client support plan; needs; development; activities; interventions and learnings; service linkages and referrals.
- Ensure young people have opportunities to provide informal and formal feedback and evaluation reflective of access and equity principles.
- Prepare an exit summary report for young people transitioning from the service that reflects progress, achievements and future support needs.
- Refer to Foundation Activities of Position.

**EMPLOYEE SIGNATURE:**

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**SUPERVISOR SIGNATURE:**

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**DATE:**

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