

Position Description – Residential Coordinator

Position Title	Residential Coordinator
Department	Residential Services
Responsible To	Team Leader (Residential)
Responsible For	Residential Care Workers (as per team / house) Residential Care Workers (Education) (as per team / house)
Classification	Level 5 – Social, Community, Home Care & Disability Services Industry Award 2010
Employment Status	Permanent Full-Time
Last Updated	July 2018
Approved By	Managing Director (Residential) & Managing Director (Therapeutic)

Organisational Context

YLO (Residential Care Services) provides residential care and support services to children and young people placed under the care and protection of the Department of Child Safety, Youth and Women across South East and South West Queensland. The nature of our business requires residential care and support services to be provided 24 hours per day, 7 days per week, 365 days per year.

YLO (Residential Care Services) Head Office and base of operations is located in Underwood with residential services currently provided throughout the Gold Coast, Cleveland, Logan, Ipswich and Toowoomba regions.

Our vision is to provide restorative experiences of care for children and young people that promote recovery, development and growth to maximise their potential for success and future lifestyle options.

“Lifestyle Pathways, Lifestyle Choices, Lifestyle Options”

YLO (Residential Care Services) operates under a therapeutic model of care. Therapeutic residential care moves beyond the basic provision of daily care and support and aims to bring about goal-directed and clinically significant change within the lives of children and young people. Therapeutic residential care provides reparative learning experiences within daily life, where each moment brings about opportunities for learning, development and growth.

Within YLO (Residential Care Services) residential care programs, children and young people are able to overcome their trauma and identify pathways for their lives, gain responsibility for choices in their lives, which in turn create options for success.

Position Context

The position of **Residential Coordinator** is central to the residential care services provided by YLO (Residential Care Services). The Residential Coordinator is responsible for ensuring that the needs of children and young people within the residential care service are identified with a planned approach to assisting the child or young person's goal achievement. The Residential Coordinator must also ensure that the residential environment meets the needs of the children and young people placed and that environmental dynamics are attended to, to ensure potential growth and safety within the placement.

The Residential Coordinator is responsible for leading and guiding a team which includes Residential Care Workers and a Residential Care Worker (Education) (as required). This team works together to assist children and young people through the use of goals, plans and programmatic approaches to overcome difficulties and progress towards a successful future. The team, where identified necessary, can be further supported and guided through consultation and services provided by YLO (Residential Care Services) team of Senior Practitioners.

The role of the Residential Coordinator is pivotal in guiding and supporting the team within the residential environment and also involves communicating with a larger stakeholder group surrounding the child or young person to ensure that therapeutic needs are being consistently met across environments. This includes liaising with and completing reports for internal stakeholders including Senior Practitioners and management and external stakeholders including Child Safety Services, Youth Justice, Department of Education, Evolve Interagency Services and other community agencies.

The position of Residential Coordinator is based at YLO (Residential Care Services) head office with regular.

The position of Residential Coordinator is a permanent, full-time role with hours of work to be undertaken Monday to Friday between the hours of 9.00 am - 5.06 pm, including a 30 minute unpaid meal break, equating to a 38 hour working week. Residential Coordinators' are also required to undertake On-Call duties as per a rotating roster system.

YLO (Residential Care Services) provides residential and support services to children and young people who are considered to have complex or at-risk needs. Due to this, the children and young people placed in our service **frequently** exhibit challenging behaviours. These behaviours can vary between individual clients but typically include physical and verbal aggression, threats, absconding, self-harm, property damage, defiance and anti-social behaviours. It is therefore paramount that the Residential Coordinator possesses the skills, knowledge, resilience and confidence to engage with the children and young people within the service and intervene in and manage the challenging behaviour as appropriate and seek out guidance where necessary. It is also important that the Residential Coordinator utilises self-care and self-awareness within their work with children and young people, and that they are always evaluating and reflecting on their practice. This will reduce the risk of vicarious trauma and burnout.

Position Summary

This position of **Residential Coordinator** exists to:

- Ensure that the needs of children and young people within the residential care service are identified and a placement support and goal plan is developed to assist the child or young person's goal achievement;
- Ensure that the residential environment meets the needs of the children and young people placed and that environmental dynamics are attended to ensure potential growth and safety within the placement;
- Coordinate activities to assist the child or young person to meet their goals;
- Undertake Line Management responsibilities for the Residential Care team;

- Liaise with the Department of Child Safety, Youth and Women and other stakeholders to ensure that a holistic approach to the therapeutic needs of children and young people are being attended to;
- Uphold and promote YLO (Residential Care Services) therapeutic model of residential care; and
- Actively contribute to the growth and success of YLO (Residential Care Services) by supporting continuous improvement and effectively participating as a member of the YLO (Residential Care Services) team.

Functional Relationships

External	Internal
<ul style="list-style-type: none"> • Department of Child Safety, Youth and Women • Department of Education • Youth Justice • Community agencies as required • Schools as required • Family and relatives 	<ul style="list-style-type: none"> • Team Leader (Residential) • Senior Practitioner (Clinical) • Managing Director (Residential) • Managing Director (Therapeutic) • Residential Care team including permanent part-time and casual employees • Administration Staff • Clients

Key Result Areas (KRAs)

The position of **Residential Coordinator** undertakes the following major functions:

- Individual Case Coordination
- Residential Coordination
- Line Management
- Team Work
- Corporate Contribution

Position Holder is Accountable For	Position Holder is Successful When
<p>KRA 1 – Individual Case Coordination</p> <ul style="list-style-type: none"> <input type="checkbox"/> Undertaking the development & implementation of placement support & goal plans as appropriate to each individual child & young person within the Coordinator’s residential service area; <input type="checkbox"/> Coordinating activities central to each child & young persons’ skill development area and goal achievement focus; <input type="checkbox"/> Ensuring that the safety and protection of children and young people in the service is upheld; 	<ul style="list-style-type: none"> <input type="checkbox"/> Placement Support & Goal Plans are completed within timeframes and as to set guidelines; <input type="checkbox"/> Placement Support & Goal Plans and case notes are developed &/or modified as required; <input type="checkbox"/> Appropriate activities are identified and each child or young person is actively participating in the activities and where appropriate ongoing skill development is identified; <input type="checkbox"/> Critical Incidents are reported in a timely manner to the Managing Director (Residential) and the Child Safety Services Centre and follow up actions are undertaken within required timeframes;

Position Holder is Accountable For	Position Holder is Successful When
<ul style="list-style-type: none"> <input type="checkbox"/> Communicating and consulting constructively with relevant stakeholders including Department of Child Safety, Youth and Women, staff, management and others appropriate parties to ensure the child and young people’s support needs and goals are achieved; <input type="checkbox"/> Ensuring that the Residential Care team, including Residential Care Workers and the Residential Care Worker (Education) (as required) is upholding each child or young person’s Placement Support & Goal Plans in line with Child Safety Services case plans and the overall placement goals; and <input type="checkbox"/> Ensuring a thorough understanding of therapeutic needs in relation to each child or young person is obtained in order to respond appropriately. 	<ul style="list-style-type: none"> <input type="checkbox"/> Minimal impact on the child or young person’s placement is evident; <input type="checkbox"/> Shared stakeholder placement goals are achieved; <input type="checkbox"/> Placement goals are achieved; <input type="checkbox"/> Child &/or young person is making progress; <input type="checkbox"/> Demonstrated understanding of each child or young person’s therapeutic needs.
<p>KRA 2 – Residential Coordination</p> <ul style="list-style-type: none"> <input type="checkbox"/> Developing appropriate residential routines, protocols and systems to support best practice by the Residential Care team in line with the broader YLO (Residential Care Services) model of care; <input type="checkbox"/> Ensuring that all maintenance and service queries and requests are responded to in a timely manner; <input type="checkbox"/> Creating an environment that facilitates learning, growth and change; <input type="checkbox"/> Applying the appropriate use of boundaries, structure, choice and natural outcomes to support children and young people to learn from their experiences and choose appropriate methods of meeting needs; <input type="checkbox"/> Liaising with Department of Child Safety, Youth and Women, schools and other stakeholders to ensure that a holistic approach to the therapeutic needs of children and young people is maintained; <input type="checkbox"/> Completing initial Coordinator Placement Analysis; and <input type="checkbox"/> Completing six-monthly Coordinator Placement Progress Reports and Placement Support and Goal Plans 	<ul style="list-style-type: none"> <input type="checkbox"/> Appropriate safety and protection measures are identified and enacted within the house and followed by the Residential Care team; <input type="checkbox"/> Evidence of consultation and follow-up with Administration Officer regarding maintenance and service queries and requests is clear; <input type="checkbox"/> Positive and goal focused teams are created and maintained resulting in a well-functioning residential; <input type="checkbox"/> Plans, strategies and interventions are consistent with the YLO (Residential Care Services) Residential Care Practice Manual and in-line with therapeutic plans as developed by the Senior Practitioner/s; and <input type="checkbox"/> Coordinator Placement Analysis, Coordinator Placement Progress Reports and Placement Support and Goal Plans are completed within timeframes and as to set guidelines

Position Holder is Accountable For	Position Holder is Successful When
<p>KRA 3 – Line Management</p> <ul style="list-style-type: none"> <input type="checkbox"/> Undertaking line management responsibilities for the Residential Care team including but not limited, as necessary, recruitment and selection, performance management and daily direction, support and supervision; <input type="checkbox"/> Ensuring the placement is running smoothly by communicating the residential routines, protocols, and systems and reinforcing YLO (Residential Care Services) policies and procedures to the Residential Care team thus ensuring consistency of placement expectations and compliance with organisational policies and procedures; <input type="checkbox"/> Responding to questions, queries and concerns raised by the Residential Care team as they arise and in a timely manner; <input type="checkbox"/> Undertaking 6-weekly supervision sessions with each Residential Care Worker and the Residential Care Worker (Education (as required) as per schedule and establishing appropriate training plans and goals as per supervision outcomes; <input type="checkbox"/> Following up on supervision outcomes throughout the following month to ensure training and development needs are being addressed and met; <input type="checkbox"/> Undertaking On-Call duties as per the rotating roster system to ensure that the Residential Care team are provided with 24-hour, 7-day a week support and guidance in relation to their practice; and <input type="checkbox"/> Assisting with rosters (as needed). 	<ul style="list-style-type: none"> <input type="checkbox"/> Line Management responsibilities are undertaken as per established Policies and Procedures; <input type="checkbox"/> Clear, concise, goal focused and informative daily phone calls occur to the Residential Care team; <input type="checkbox"/> Positive and goal focused teams are created and maintained; <input type="checkbox"/> Timely follow-up calls and correspondence is occurring as necessary; On-call phone calls, queries and texts are prioritised effectively and actioned as appropriate; <input type="checkbox"/> All Critical Incidents are up-lined to Managing Director (Residential) and the Child Safety Services Centre; <input type="checkbox"/> No complaints; <input type="checkbox"/> The Residential Care team are undertaking 6-weekly supervision and actively progressing towards the attainment of goals developed under the performance review process; <input type="checkbox"/> The Residential Care team are demonstrating development within their practice and progressing towards training plans and goals; <input type="checkbox"/> Issues are processed with Residential Care team as identified by team members; <input type="checkbox"/> On-call is responsive to the Residential Care team needs with issues addressed in a timely and efficient manner; <input type="checkbox"/> No complaints; and <input type="checkbox"/> Support is provided to Rostering Officer to effectively fill roosting requirements as needed.
<p>KRA 4 – Team Work</p> <ul style="list-style-type: none"> <input type="checkbox"/> Actively supporting team members and working together in a unified approach towards the needs of the child or young person; <input type="checkbox"/> Encouraging a culture of team work; <input type="checkbox"/> Working closely with the Senior Practitioner/s (Clinical), as necessary, supporting and providing intervention to the child or young person; 	<ul style="list-style-type: none"> <input type="checkbox"/> Participation in 3-weekly team meetings and provision of daily support; <input type="checkbox"/> Communication is clear and effective; <input type="checkbox"/> Positive and goal focused teams are created and maintained;

Position Holder is Accountable For	Position Holder is Successful When
<ul style="list-style-type: none"> <input type="checkbox"/> Developing and actively maintaining, collaborative and mutually beneficial partnerships, networks and relationships, including relationships with local health and community service providers, in order to support the work of YLO (Residential Care Services), facilitate client access to service provision and enhance the company’s relationship with the community; and <input type="checkbox"/> Performing professional level tasks with competence - drawing on knowledge of practice, professional methodologies and techniques to achieve outcomes and providing guidance in professional practice to others. 	<ul style="list-style-type: none"> <input type="checkbox"/> Communication is ongoing, clear, consistent, and effective; <input type="checkbox"/> Demonstrable shared understanding of the child or young persons’ therapeutic needs; <input type="checkbox"/> Positive partnerships are created and maintained <input type="checkbox"/> An increased understanding of YLO (Residential Care Services) practice model is evident; and <input type="checkbox"/> Demonstrable understanding and application of appropriate methodologies and techniques in line with YLO’s practice model.
<p>KRA 5 – Corporate Contribution</p> <ul style="list-style-type: none"> <input type="checkbox"/> Supporting the growth and success of the company in advocating for children and young people; <input type="checkbox"/> Serving as a role model to others and maintaining consistent personal performance, presentation and behaviour that aligns to YLO (Residential Care Services) standards; <input type="checkbox"/> Performing as an effective team member, contributing to team goals and creating an environment of openness, trust, respect and learning; <input type="checkbox"/> Actively developing and promoting a positive work culture within YLO (Residential Care Services) by ensuring all interactions, documentation and communications are conducted in a manner that supports the company’s Vision, Mission and Values. <input type="checkbox"/> Upholding at all times the Standards of Care, and YLO (Residential Care Services) Code of Conduct and all policies and procedures including OH&S requirements; <input type="checkbox"/> Actively participating in Supervision and other learning and development opportunities, internal and external, to foster professional development and attending all relevant organisational meetings and mandatory trainings within specified timeframes; <input type="checkbox"/> Maintaining a high level of confidentiality regarding corporate information and the children and young people’s history and information; and <input type="checkbox"/> Undertaking other duties as directed. 	<ul style="list-style-type: none"> <input type="checkbox"/> Contribution to the growth and success of the company is effective and of value; <input type="checkbox"/> Corporate responsibilities and requirements are adhered to; <input type="checkbox"/> Actively working as an effective team member is noted i.e. attendance at team meetings; <input type="checkbox"/> No complaints; <input type="checkbox"/> Evidence of contribution towards creating a positive work culture within the organisation is noted; <input type="checkbox"/> No complaints; <input type="checkbox"/> Code of Conduct is adhered to; <input type="checkbox"/> OH&S requirements are adhered to; <input type="checkbox"/> Attendance at Supervision and Professional development is occurring; <input type="checkbox"/> Confidentiality is maintained at all times; and <input type="checkbox"/> Other duties are undertaken as directed as and when required.

Note: The precise performance measures for this position will need further discussion between the position holder and line manager as part of the performance development & review process.

OH&S Obligations

As an employee of YLO (Residential Care Services), you are expected to:

- Comply with company Workplace Health and Safety policy and procedures and any reasonable instruction given to them to assist in YLO (Residential Care Services) adhering to Workplace Health and Safety laws;
- Conduct workplace activities in a manner which prevents personal injury or injury to other, & / or damage to property, as far as possible;
- Report workplace incidents, hazards or other relevant information as soon as possible and in line with company Workplace Health and Safety policy and procedures;
- Engage in open and meaningful communication to ensure understanding of the health and safety standards expected of them; &
- Participate in relevant and ongoing health and safety information, training and education, as identified appropriate.

As a Line Manager, you will also be expected to:

- Understand, promote and comply with all health and safety policy and procedures;
- Ensure that work areas under their control are safe;
- Engage in open and meaningful communication to ensure that all persons in areas under their control understand the health and safety standards expected of them; &
- Ensure that the behaviour of all persons in areas under their control is in accordance with relevant legislation and with company Workplace Health and Safety policy and procedures.

Selection Criteria

Qualifications

Essential

- Tertiary qualifications in Community Services field
- Apply First Aid Certificate; and
- Current Drivers' Licence.

Desirable

Experience, Knowledge & Skills

Essential

- Minimum 2 years relevant experience undertaking a case management or coordination role within the child protection, health and community sector or similar;
- Demonstrable case management experience;

- Sound understanding of Child Protection legislation;
- Previous line management or supervisory experience;
- Leadership and group facilitation skills;
- Well-developed interpersonal and written skills particularly report writing;
- Ability to respond in a solution focused manner when faced with complex situations or change;
- Ability to remain calm and focused in high stress situations;
- Effective time management and organisational skills;
- Cross-cultural understanding and the ability to effectively communicate with children and young people of all cultural backgrounds; and
- Respect for, and understanding of, confidentiality and privacy provisions

Desirable

- Experience working in a residential care setting

Note: All employees of YLO (Residential Care Services) are required (where necessary) to have a Blue Card or have the ability to obtain one. All employees, prior to commencement are required to undertake a Suitability Check (Child Safety Services). All employees are required to hold and maintain a current and valid Blue Card and Suitability Check at all times whilst employed by YLO (Residential Care Services).

I hereby acknowledge that I have read and agree to fulfil, to the best of my abilities, the above-listed duties and responsibilities:

Signature of Employee

Print Name

Date

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the line manager of this position. This Position Description may be reviewed as part of the preparation for performance development & review process.