

Position Description – Senior Practitioner (Clinical)

Position Title	Senior Practitioner (Clinical)
Department	Therapeutic Services
Responsible To	Managing Director (Therapeutic)
Responsible For	Nil
Classification	Level 7 - Social, Community, Home Care and Disability Services Industry Award 2010
Employment Status	Temporary Full-Time – until November 2019 (maternity leave replacement)
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 Loganholme 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 **Senior Practitioner (Clinical)** is pivotal in the residential care and support services provided by YLO (Residential Care Services). The position plays a central role in upholding and maintaining YLO (Residential Care Services)' therapeutic model of care to ensure that an environment of safety and potential for growth is provided to children and young people.

The Senior Practitioner (Clinical) works with the Residential Care team 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 Senior Practitioner provides therapeutic intervention and support to children and young people as and when required. The role of Senior Practitioner (Clinical) is required, where necessary, to communicate with a larger stakeholder group surrounding a child or young person to ensure that therapeutic needs are being consistently met across environments. This includes liaising with and completing reports for Child Safety Services, Youth Justice, Department of Education, Evolve Interagency Services and other community agencies. The Senior Practitioner also has a key role in delivering in-service training and development programs for staff on a range of therapeutic, behavioural and psychological topics and issues.

The position of Senior Practitioner (Clinical) is based at YLO (Residential Care Services) head office with some travel to residential sites and external service providers required.

The position of Senior Practitioner (Clinical) is a permanent, full-time role with hours of work to be undertaken Monday to Friday between the hours of 9am - 5:06pm, including a 30 minute unpaid meal break, equating to a 38 hour working week.

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 can exhibit challenging behaviours. These include physical and verbal aggression, threats, absconding, self-harm, property damage, defiance and anti-social behaviours. It is therefore important that the Senior Practitioner possesses skills and knowledge of such behaviours and the underlying psychological and emotional needs, with particular attention to trauma and attachment. YLO (Residential Care Services) provides services based within a therapeutic context. The Senior Practitioner has high levels of contact with the team surrounding a child or young person in supervising and monitoring behavioural support and intervention. It is imperative therefore that the Senior Practitioner holds knowledge and confidence in intervening in challenging behaviour.

It is important that the Senior Practitioner has a solid skill set and framework for practice in engaging children and young people that are resistant to therapeutic intervention within a short time frame.

It is also important that Senior Practitioner utilise self-care and self-awareness within their work with children and young people, and that they are always evaluating their practice. This will reduce the risk of vicarious trauma and burnout.

Position Summary

This position of **Senior Practitioner (Clinical)** exists to:

- Ensure that the Therapeutic Model of Care held by YLO (Residential Care Services) is upheld and maintained across Residential houses;
- Provide therapeutic intervention and support of children and young people within residential care, as and when required;

- Liaise with 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;
- Deliver in-service training and development programs to staff within YLO (Residential Care Services) on a range of therapeutic, behavioural and psychological issues; 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 • Psychologists, Psychiatrists and other mental health professionals • Evolve Interagency Services • Department of Education • Youth Justice • Community agencies as required • Family and relatives (as directed) 	<ul style="list-style-type: none"> • Managing Director (Therapeutic) • Managing Director (Residential) • Team Leader (Residential) • Residential Coordinator/s • Residential Care team including permanent part-time and casual employees • Administration Staff • Clients

Key Result Areas (KRAs)

The position of **Senior Practitioner (Clinical)** undertakes the following major functions:

- Upholding Therapeutic Model of Care
- Residential Care & Support Services
- Training & Development
- Corporate Contribution

Position Holder is Accountable For	Position Holder is Successful When
<p>KRA 1 – Upholding Therapeutic Model of Care</p> <ul style="list-style-type: none"> <input type="checkbox"/> Upholding and maintaining YLO (Residential Care Services) model of care by ensuring Residential houses within area of responsibility are adhering to Residential Care policies and procedures, identified behavioural and intervention strategies <input type="checkbox"/> Regularly monitoring the therapeutic work and program outcomes of the Residential houses within area of responsibility and collaboratively working with management and the wider stakeholder group to make improvements where necessary; <input type="checkbox"/> Identifying and appropriately managing risks within the service by undertaking monthly residential 	<ul style="list-style-type: none"> <input type="checkbox"/> Appropriate monitoring and reporting techniques are employed; <input type="checkbox"/> Feedback and ideas for improvements are evidenced and enacted as appropriate; <input type="checkbox"/> Risk management processes are undertaken and risk minimised within the service;

Position Holder is Accountable For	Position Holder is Successful When
<p>audits and review processes thus ensuring safety standards are maintained within all residential facilities;</p> <ul style="list-style-type: none"> <input type="checkbox"/> Preparing for and undertaking quarterly compliance and auditing responsibilities with the Department of Child Safety; and <input type="checkbox"/> Undertaking monthly and ad hoc reporting functions as identified necessary. 	<ul style="list-style-type: none"> <input type="checkbox"/> Audit requirements are met; <input type="checkbox"/> No complaints received; and <input type="checkbox"/> Reporting functions are undertaken as per established timeframes.
<p>KRA 2 – Residential Care & Support Services</p> <ul style="list-style-type: none"> <input type="checkbox"/> Undertaking psychological assessment and case formulation of each child or young person who enters the service of YLO (Residential Care Services) including selecting, administering, scoring and interpreting a range of psychological testing in order to assess risk and inform clinical judgement; <input type="checkbox"/> Where identified necessary, delivering therapeutic and psycho-educational programs to children and young people and providing support and guidance to staff in program delivery; <input type="checkbox"/> Conducting individual psychotherapy sessions and preparing notes and progress reports as it relates to risk, mental health and further treatment planning, as required; <input type="checkbox"/> Liaising with Child Safety Services and other stakeholders to ensure that a holistic approach to the therapeutic needs of children and young people is maintained; <input type="checkbox"/> Continuously monitoring and evaluating the effectiveness of using evidence based tools and adjusting clinical approaches according to client outcomes; <input type="checkbox"/> Managing prioritised client workload in a timely manner; <input type="checkbox"/> Applying YLO’s behaviour support and intervention framework; and <input type="checkbox"/> Providing assistance and support to the overall Residential Care team, as and when required, including but not limited to periods of staff absence and leave 	<ul style="list-style-type: none"> <input type="checkbox"/> Placement Assessment Reports & Therapeutic Support Plans are completed within timeframes and as to set guidelines; <input type="checkbox"/> Psychological testing methods utilised are effective and support clinical judgement; <input type="checkbox"/> Team members are provided with appropriate programs with clear goals and strategies; <input type="checkbox"/> Session case notes, progress reports and plan reviews are completed and submitted within time frames; <input type="checkbox"/> Time management is evident and effective; <input type="checkbox"/> Participation at stakeholder meetings and communication as required; <input type="checkbox"/> Ongoing review of strategies and completion of plan reviews; <input type="checkbox"/> Position requirements are attended to and completed within time frames; <input type="checkbox"/> Plans, strategies and interventions are consistent with YLO Residential Care Practice Manual; <input type="checkbox"/> Assistance and support is provided to the Residential Care team as and when required; and <input type="checkbox"/> Residential houses and teams continue to function effectively and are provided with the relevant support and guidance, as required, during periods of staff absence and leave.

Position Holder is Accountable For	Position Holder is Successful When
<p>KRA 3 – Training & Development</p> <ul style="list-style-type: none"> <input type="checkbox"/> Developing and delivering in-service training and development programs to staff within YLO (Residential Care Services) on a range of therapeutic, behavioural and psychological issues, including mandatory trainings and trainings subject to demand and as identified appropriate; <input type="checkbox"/> Sourcing appropriate external training providers and organisations to facilitate identified training needs for Residential Care Workers; <input type="checkbox"/> Developing staff resources including educational resource materials and packs to assist Residential Care team and other employees to develop their knowledge and undertake their duties <input type="checkbox"/> Providing psycho-education to Residential Coordinators and Residential Care staff to ensure that therapeutic programs and interventions are understood and grounded within an understanding for appropriate application; and <input type="checkbox"/> Providing support and guidance to the Residential Care team in the provision of their duties specifically in regards to behaviour management techniques, as and when required. 	<ul style="list-style-type: none"> <input type="checkbox"/> Training & development of staff is undertaken as per established timeframes and as per identified need; <input type="checkbox"/> Contribution to quarterly training calendar; <input type="checkbox"/> Optional training manuals and sessions meet the expectations of participants (as per training feedback forms); <input type="checkbox"/> Delivery of in-service training programs (as required) is informative and productive (as per training feedback forms); <input type="checkbox"/> The Residential Care team is continually learning and applying knowledge on the job; <input type="checkbox"/> Appropriate external training providers and organisations are sourced and contracted to undertake training as identified; <input type="checkbox"/> Delivery of external training programs (as required) is informative and productive (as per training feedback forms); <input type="checkbox"/> Educational resource materials and packs are developed and made available to employees subject to demand and are effective (as per educational resource materials / pack feedback form); <input type="checkbox"/> Residential Coordinators and Residential Care team develop understanding of the needs of children and young people and strategy application; and <input type="checkbox"/> Clear, concise, goal focused and informative daily phone calls occur to Residential Care team, as and when required.
<p>KRA 4 – 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; 	<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;

Position Holder is Accountable For	Position Holder is Successful When
<ul style="list-style-type: none"> <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 registration with the Psychology Board of Australia or other relevant governing body <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"/> 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"/> Registration is maintained at all times; 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 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.

Selection Criteria

Qualifications

Essential

- Tertiary qualifications in Psychology, Social Work (Mental Health Accredited)
- Current registration with the Australian Health Practitioner Regulation Agency (AHPRA) or Australian Association of Social Workers (AASW).
- Understanding of the relevant literature/research on psychological and therapeutic intervention for children with trauma; and
- Apply First Aid Certificate
- Current Drivers' Licence.

Desirable

- Certificate IV in Workplace Training & Assessment.

Experience, Knowledge & Skills

Essential

- Minimum 3 years relevant experience working within child protection &/or significant study or demonstrable knowledge of development needs of children and young people, childhood trauma, and resulting emotional and behavioural issues;
- Previous experience in services working with children and young people with emotional, social and psychological vulnerabilities that demonstrate assessment and counselling abilities;
- Comprehensive understanding of child development, attachment and trauma theory and demonstrated ability to put this into practice;
- Leadership and group facilitation skills;
- Previous experience in the development and delivery of training and development programs
- Demonstrable experience of intervention with complex and at-risk children or young people
- Sound assessment and treatment planning 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 organisation skills;
- Cross-cultural understanding and the ability to effectively communicate with children and young people or all cultural background; and
- Respect for, and understanding of, confidentiality and privacy provisions

Desirable

- Experience within a residential care environment

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). A valid and current Blue Card and Suitability Check must be maintained at all times during employment with 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 manager of this position. This Position Description may be reviewed as part of the preparation for performance development & review process.