

Position Description

Residential Care Worker



Position summary

Reporting to the TCMTA Senior Clinician, the Residential Care Worker's primary role is to oversee the safety and welfare of participants in the community during the night shift period and the weekend. This shift may include escorting the community members on social outings. As this position can cover a range of situations and tasks, the Residential Care Worker's Manual provides further details of expected contingencies and commentary on the role and functions of the position.

Direct reports: Nil

Organisational relationships

Internal and external relationships

Internal relationships involve team and staff engagement and collaboration
 External relationships may include families and carers, Primary Health Network professionals, clinicians, GP's, agents for housing, Community Mental Health Service Providers and the broader community

Responsibilities	Results/Outcomes
Residential support	
Provide support to participants in the community	Participants receive support as appropriate.
	Emails are read at the commencement of your shift to ensure you have all the relevant current information
	Daily record sheets are filled in with consideration of the need to be sensitive to personal information
Ensure welfare and safety of Participants	The Participants' welfare and safety is ensured through following guidelines, policies and procedures and maintaining the principles of the Therapeutic Community
	The confidentiality of Participants, including their presence in the program, remains confidential to outside enquiries. Information is not released without expressed permission
	Where safety issues arise in regard to Participant's health and wellbeing, the relevant TCMTA person on call must be contacted
Have a sound knowledge of the rules and guidelines applying to Participants and be prepared to abide by them yourself while on duty	Breaches are pointed out to the Participant and they are supported to change their behaviour
	Breaches are recorded and reported at handover
	Where events occur that would normally require a community meeting to be held, report the matter to day staff at hand over

	Participants curfew is maintained. Breaches are reported to Case Managers but are not addressed directly with the Participant.
Handover	
Perform handover with incoming staff to allow debrief and information exchange to support Participants	Information is exchanged with day staff about how the community is going generally, and how particular participants might be going
	There is de-brief with day staff at the end of a shift about incidents and issues that concern you.
	The effectiveness of strategies to help participants who are experiencing particular difficulties are raised
	Policies and procedures relating to your work on that shift are clarified
Outings	
Transport participants to appointments and outings	Participants are transported safely to outings and appointments
	Swimming in the open sea can only be undertaken on patrolled beaches clearly marked with flags and watched by lifeguards
	New participants must be monitored while swimming at all times as they may still be detoxing or overwhelmed in the first few weeks
	The first aid kit is taken on all outings
	Medication taken on outings is recorded and signed out
Ensure all participants attend outings unless there is prearranged approval to remain on the premises	If no other RCW is available, at least one other participant stays to provide support to the ill participant
Practical support	
Support correct medication administration	Medication distribution is supervised and recorded accurately as per guidelines
	Any errors in relation to medication is handed over and a Donesafe incident report submitted
Ensure participants self administer their medication	The participant is handed their medication box and they are observed taking medication
	Compliance with taking medications is checked at each medication time and if a participant has not taken theirs they need to be reminded to do so
Manage urine collection procedures	Urine collection procedures are managed, as required
Substance screening	Residents are randomly breathalysed and smokerlysed and those returning from outings are searched
Safeguard buildings and property	Offices are locked and computers are logged off when the community goes out
Visitors and guests	All visitors must sign in and out of the visitor's book
Weekend departures	The Manager or Coordinator on call is contacted to discuss the process to be followed for a participant who wishes to depart on a weekend
	There is liaison with the on call Manager or Coordinator in the event of hospitalisation, self-discharge, or breach of conditions requiring immediate exit

Responsibilities	Results/Outcomes
Lived experience support	
Maintain professional boundaries when sharing lived experience	<p>There is appropriate disclosure of lived experience</p> <p>The information provided benefits the participant and inspires positive change and optimism</p> <p>The information assist participants to reflect on their own progress and provides practical ways to cope with difficulties</p>
Be responsible for your mental health and seek support when necessary	Self-care strategies are maintained and your line manager is informed if the staff member becomes unwell and needs support
Be recovered before you return to work to support others	There is evidence that the staff member is well enough to resume duties
General	
Be compliant with WHS requirements and take reasonable care to ensure your own safety and health and that of others. Abide by their duty of care provided for in the legislation. Ensure you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment	<p>There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at Buttery sites and complying with any pandemic directives</p> <p>Any injury, hazard or illness are reported immediately, where practical, to your Manager/Coordinator</p>
Take an active role in building your resilience and preventing psychological injury. Take reasonable care for your health and safety and that of others who may be affected by your conduct	The importance of wellbeing and self-care as a part of resilience is acknowledged. Strategies are implemented to maintain personal wellness and resilience. Clinical supervision or other supports are utilised, when needed
Be compliant with codes, guidelines, policies, procedures, legislation and Standards and proactively engage with Buttery continuous quality improvement	<p>Codes, guidelines, policies, procedures, legislation, Standards and quality improvement processes are adhered to at all times. Changes and improvements are supported</p> <p>All mandatory training programs and team meetings are attended</p> <p>There is mandatory reporting of any suspected incidents of child abuse</p>
Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace	<p>Interactions with colleagues, participants, clients and stakeholders are undertaken in a courteous manner</p> <p>Cultural and linguistic diversity is taken into consideration</p> <p>There is positive feedback from others regarding your interactions</p>
Other duties relevant to the role as requested by the TCMTA Manager/Coordinator	

Selection criteria

Qualifications and checks

- Tertiary qualifications in AOD/community services or actively pursuing study
- Current and valid Driver's Licence with an ability to drive 11-seater buses safely
- A satisfactory Criminal Record Check and Working with Children Check
- Current COVID vaccination certificate
- Current First Aid certificate and Suicide Prevention training

Professional skills and experience

- An understanding of the Recovery model and the issues associated with AOD use
- Understanding of the Therapeutic Community as a treatment modality.
- Relevant lived AOD experience
- Computer literacy in MS Office, video conferencing applications and a variety of databases.
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety

Interpersonal skills

- Strong communication skills and the ability to collaborate as part of team
- Ability to work autonomously and use time effectively
- A reasonable level of resilience to fulfil the demands of the role
- Self-reflective and the ability to review own work practices
- An innate understanding of ethical work practices and appropriate personal boundaries
- Flexible and adaptable with an ability to thrive under pressure and enjoy new challenges

Agreement

These conditions of employment, your duties and location may be varied by The Buttery during the term of your employment. The position description duties are to read in conjunction with the terms and conditions that form your contract of employment.

I accept and agree to the duties in this position description. I understand and agree to abide by the terms and conditions stipulated.

Signature _____

Name _____ Date _____