

Position Description

Residential Care Worker



Position summary

Reporting to the Clinical Manager, the Residential Care Worker's primary role is to oversee the safety and welfare of residents 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. There will always be at least one Residential Care Worker on duty out of hours.

Organisational relationships

Direct reports: Nil

Internal and external relationships

Internal relationships involves 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 residents in the community	Residents 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 residents	The residents' welfare and safety is ensured through following guidelines, policies and procedures and maintaining the principles of the Therapeutic Community.
	The confidentiality of residents, including their presence in the program, remains confidential to outside enquiries. Information is not released without express permission.
	Where safety issues arise in regard to resident's health and wellbeing, the relevant TC/MTA/TBP management must be contacted
Have a sound knowledge of the rules and guidelines applying to residents and be prepared to abide by them yourself while on duty.	Breaches are pointed out to the resident 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.

	Residents curfew is maintained and breaches are reported but not addressed directly with the resident. Instead the matter is reported to Counsellors.
Handover	
Perform handover with incoming staff to allow debrief and information exchange to support residents	Information is exchanged with day staff about how the community is going generally, and how particular residents 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 residents who are experiencing particular difficulties are raised.
	Policies and procedures relating to your work on that shift are clarified.
Outings	
Transport residents to appointments and outings	Residents 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 residents 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 residents attend outings unless there is prearranged approval to remain on the premises.	If no other RCW is available, at least one other resident stays to provide support to the ill resident.
Practical support	
Support correct medication administration	Medication distribution is supervised and recorded accurately as per guidelines.
	Any changes to reduce medication is monitored and recorded.
Ensure residents self administer their medication	The resident is handed their medication tray and they are observed taking medication.
	Where residents are required to take multiple medications at the same time, they are handed only one medication at a time. It is written up and signed off before another medication is provided.
Manage urine collection procedures.	Urine collection procedures are managed, as required.
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 TC/MTA/TBP manager is called to discuss the process to be followed for a resident who wishes to depart on a weekend.
	There is liaison with Managers and Coordinators in the event of hospitalisation, self-discharge, or breach of cardinals requiring immediate exit.

Responsibilities	Results/Outcomes
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.	There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at the Binna Burra site.
	Any injury, hazard or illness are reported immediately, where practical, to your manager/coordinator.
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.	Codes, guidelines, policies, procedures, legislation, Standards and quality improvement processes are adhered to at all times. Changes and improvements are supported.
	All mandatory training programs and team meetings are attended.
Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace.	Interactions with colleagues, residents, clients and stakeholders are undertaken in a courteous manner.
	Cultural and linguistic diversity is taken into consideration.
	There is positive feedback from others regarding your interactions.
Other duties relevant to the role as requested by the Manager/Coordinator	

Selection criteria

Qualifications and checks

- Relevant lived AOD experience and understanding of the Recovery model
- 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 around the Northern Rivers region
- A satisfactory Criminal Record Check and Working with Children Check
- Current First Aid certificate

Professional skills and experience

- Understanding of the issues associated with AOD problems and knowledge of the therapeutic community as a treatment modality.
- Demonstrated experience working in a recovery orientated environment
- Experience with building and maintaining effective relationships

- Computer literacy in MS Office
- 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
- Good interpersonal skills: non-judgmental, fair, patient, a willingness and ability to listen and display empathy

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 _____