

Position Description

Residential Care Worker: Therapeutic Community and Maintenance to Abstinence (TCMTA) programs

Position summary

Reporting to the Therapeutic Community and Maintenance to Abstinence (TCMTA) Manager, the Residential Care Worker (RCW)'s primary role is to oversee the safety and welfare of participants in the community during the night shift period and the weekend. Weekend shifts 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.

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 participants in the community	Participants receive support as appropriate.
	Emails are read at the commencement of your shift to ensure staff have all the relevant current information.
Ensure welfare and safety of Participants	Daily record sheets are filled in with consideration of the need to be sensitive to personal information.
	Guidelines, policies and procedures and maintaining the principles of the Therapeutic Community are followed.
	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, On Call must be contacted.

Responsibilities	Results/Outcomes
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, and breaches are reported but not addressed directly with the Participant. Instead, the matter is reported to Case Managers.
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 are noted during handover and a Donesafe incident report is submitted in a timely manner.
Ensure participants self-administer their medication.	The participant is handed their medication box, and they are observed taking medication.
	Compliance with medication intake is checked at each medication time and if a participant has not taken theirs, they are reminded to do so.

Responsibilities	Results/Outcomes
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 leaves the site.
Visitors and guests	All visitors must sign in and out of the visitor's book.
Weekend departures	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 On Call in the event of hospitalisation, self-discharge, or breach of cardinal rules requiring immediate exit.
Lived experience support	
Maintain professional boundaries when sharing lived experience.	There is appropriate disclosure of lived experience.
	The information provided benefits the participant and inspires positive change and optimism.
	The information assists participants to reflect on their own progress and provides practical ways to cope with difficulties.
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.	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.
	Any injury, hazard or illness are reported immediately, where practical, to your Manager/Coordinator.
Take reasonable care for your health and safety and that of others who may be affected by your conduct.	The line manager is notified if additional supports are required.
Take an active role in building your resilience and preventing psychological injury. Manage potential for vicarious trauma and be responsible for your mental health, and seek support.	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.
	There is engagement with regular Clinical Supervision or EAP.

	Personal stressors are managed with support from EAP.
	When a staff member is unwell, evidence from a medical professional is provided that sufficient recovery is achieved before a return to work to support others.
Maintain professional boundaries.	Professional boundaries are maintained.
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.
	There is mandatory reporting of any suspected incidents of child abuse.
Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace.	Interactions with colleagues, participants, 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 TCMTA Manager.	

Selection criteria

Qualifications and checks

- Tertiary qualifications in AOD or Community Services or actively pursuing study in these areas
- Valid Driver's Licence with an ability to drive manual 11-seater buses safely.
- A satisfactory Criminal Record Check and current First Aid certificate

Professional skills and experience

- An understanding of the Recovery model and the issues associated with AOD use.
- Experience in a Therapeutic Community and 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.
- Availability to work nights and weekends.

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 _____