

Position Title	Primary Carer – Family Group Homes
Position Number	Various
Classification	B
Reports to	Manager – Family Group Homes
Directorate	Strengthening Communities

Section 1

Purpose of this position

To provide home environments meeting the individual needs of children in the care of the CEO (Department of Child Protection and Family Services) through the Better Care, Better Service standards and best practice principles of therapeutic care.

Section 2

Key working relationships

<i>Internal</i>	<i>External</i>
Manager – Family Group Homes	DCPFS and other government agencies
Therapeutic specialists	Families/Friends
Clinical Supervisor	Other relevant non-government service providers
Case Workers	Service User’s family and friendship networks
Team Leader	

Section 3

Key result areas (KRAs)

- ▶ Service User Support
- ▶ Administration
- ▶ Occupational Safety and Health

This position description contains the key tasks and associated performance indicators for this position. The list of key tasks is not intended to be complete. Other tasks will be assigned from time to time to meet the needs of the organisation.

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KRA 1: Service User Support

Key Tasks	Performance Measures
<ul style="list-style-type: none"> ▶ Ensure the rights and responsibilities of children are upheld through the meeting of the Better Care, Better Service standards. ▶ Monitor service user’s physical and emotional wellbeing, noting any concerns in case notes and reports to the Case Worker and or Therapeutic Specialists. ▶ Participate in service user’s planning meetings and ensure that plans are implemented and goals are worked towards. ▶ Spend time listening to and supporting service user’s providing appropriate attachment as directed by the Therapeutic specialists. ▶ Work as a team in providing therapeutic strategies and interventions as discussed and directed by the Therapeutic specialists and case worker. ▶ To provide input and feedback to the Therapeutic team in relation to success of strategies supporting the therapeutic needs of the child. ▶ To ensure guidelines on communication are upheld with UCW staff and DCPFS staff. ▶ To be open and reflective in working with the children in care, UCW and DCPFS in the meeting of the children’s needs. ▶ Ensure a home environment in which the daily home requirements for a child are met such as healthy meals, clean clothes, tidy and clean house, appropriate private spaces, functional motor vehicle, ability to own and posse’s personal items, shared communal areas. ▶ Distribute medication according to medication administration policy. ▶ Facilitate each service user’s participation in recreational and social activities as appropriate. ▶ Provide personal care where appropriate and required. ▶ Encourage and support service user’s to make informed decisions and choices. ▶ Assist service users in participating in the maintenance and upkeep of their home. ▶ Transportation of service users to and from school, recreational activities, appointments and within the community as a whole. ▶ Follow procedures and familiarise self with service user’s profiles. 	<ul style="list-style-type: none"> ▶ Better Care Better service review demonstrates achievement of standards for the service user. ▶ Case notes, incident reports and communication with the team are clear, concise, objective and timely. ▶ Individual plans are updated and documented in the progression and attainment of goals. ▶ Service users are nurtured through appropriate demonstrations of care as providing opportunities to talk, giving time to listen to service users concerns, providing a nurturing environment in which clear, fair and consistent boundaries are provided. ▶ Engagement with the Therapeutic team demonstrating good communication skills, feedback and ability to implement directions provided. ▶ Open reflective communication with all members of the team and appropriate key external service providers. ▶ To demonstrate mindfulness and the ability to review and reflect on engagements with the service users and feedback and discuss with the team. ▶ To communicate appropriately with key stakeholders as per program guidelines and protocols. ▶ To provide a home which is clean and tidy, provision of a diet that meets the health requirements of service users, management of the home and the way participants use private and communal spaces, purchases are within budgets, equipment is maintained and used appropriately within the service. ▶ Medication incidents are reported and reviewed within minimal mistakes. ▶ Service users utilise community facilities, are present within the community and provided opportunities to participate in recreational activities. ▶ Service users are supported in their personal care ensuring privacy and dignity is ensured at all times. ▶ Service users are a part of house meetings, are given choices, informed appropriately of decisions and activities that may affect them and are provided the ability to feedback and communicate with staff. ▶ Service users are able to contribute to their home environment and make decisions about their home in an individual and collective manner as appropriate. ▶ Safe transportation is provided to service users within the community.

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Key Tasks	Performance Measures
<ul style="list-style-type: none"> ▶ Work alongside families to facilitate quality service for the service user. ▶ Training is undertaken and demonstrated within service provision ▶ Ensure appropriate strategies are used to de-escalate situations whereby the service user may be angry or aggressive. Physical restraint is not used at UCW. 	<ul style="list-style-type: none"> ▶ Specialist Carers are fully aware of service users background information, care needs and significant others in their lives. ▶ Policies, procedures, guidelines and best practice in the delivery of therapeutic care are followed including in times of crisis. ▶ Specialist Carers participate in all designated training and demonstrate learning's within service provision and seek clarity, feedback and further training where required. ▶ Carer completes the Therapeutic Crisis Intervention training and any additional training in relation to managing aggression and anger.

KRA 2: Administration

Key Tasks	Performance Measures
<ul style="list-style-type: none"> ▶ Participate in staff meetings, training and supervision as required. ▶ Ensure that all account books are balanced and correct at the end of the shift. ▶ Ensure case notes, reports, communication book and diary are clear, legible and precise. ▶ Provide reports to Case Worker and Team Leader in the event of incidents or observations. ▶ Ensure service user's information is accurate and up to date. ▶ Complete attendance sheets, activity reports and other records and documentation as required. 	<ul style="list-style-type: none"> ▶ Attendance at training, meetings and participation in Supervision. ▶ Feedback from Case Worker and Team Leader indicates that medication charts, household accounts, handover notes, communication books, case notes, service user files and incident reports are completed. ▶ Audits and reviews indicate service user's information is accurate and up-to-date.

KRA 3: Occupational Safety and Health

Key Tasks	Performance Measures
<ul style="list-style-type: none"> ▶ Identify and report hazards in the workplace. ▶ Identify safety and workplace risks and identify mitigation strategies. ▶ Follow safe work guidelines ▶ Participate in job safety analysis and support the implementation of outcomes ▶ Prioritise safety in all interactions. ▶ Follow the incident reporting process and procedures, constructively supporting the investigation process to identify causal factors and systemic improvements. 	<ul style="list-style-type: none"> ▶ Incidents reported and in accordance with policy and process. ▶ Safety and risk regularly reviewed and considered with proactive actions taken to mitigate potential negative outcomes. ▶ Active contribution to job safety analysis. ▶ Evidence of following agreed safety practices (eg working alone, working after hours). ▶ Participation in regular safety (including refresher) training.

Any other duties that may arise from time to time which fall within the parameters of this role and within the level of skills, competency and training of the incumbent.

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Section 4

Authority levels

This position reports to the Team Leader and works within UCW's Delegated Authority levels approved by the Board.

Section 5

Competency profile

Competencies

- Demonstrated communication skills to record information, listen to and communicate effectively with service users and other staff;
- Demonstrated interpersonal skills to liaise with other agencies involved in the service users' life;
- Demonstrated ability to provide personal care support;
- Demonstrated ability to work in a team environment, skills to work cooperatively with other staff;
- Ability to perform duties of a household domestic nature;
- High level of skills in household management;
- Positive and contemporary attitude towards children in care;
- Ability to participate in a broad range of recreational activities;
- Excellent negotiation and conflict management skills;
- Ability to work independently, handle complex situations and be flexible;
- Ability to work in ways that are congruent with the values of UCW and the Uniting Church in Australia.

Qualifications

- Current Senior First Aid Certificate.
- Current National Police Clearance.
- Current Working with Children Clearance.
- Child Protection Record Screening Check.
- Current WA Driver's Licence.

Knowledge

- Knowledge of Therapeutic Care practices and childhood development

Experience

- Working with children in care – preferably in an accommodation service.

Special Conditions

- Weekend and out of hours work is required.

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