



# Support Worker Briefing Kit – Care Pathways Reform

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# CONTENTS

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What is changing and why?	3
Phase One	3
Phase Two	5
What does this mean for my employment?	5
Will the role of Support Workers change?	8
What is the impact of different employment conditions?	11
Expression of Interest process	12
Providing feedback	13
Appendix 1: Support Worker PD	14
Appendix 2: Casual Support Worker PD	19
<i>Information specific to Disability Pathways Support Workers</i>	
<i>For Support Workers in Disability Pathways</i>	6
<i>Expression of Interest process</i>	12

# What is changing and why?

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## Changes in service offerings

A reform to services offered within Care Pathways is underway in response to changes being implemented by the Department for Child Protection. Based on what we currently know and the impact of this, we have split our response into two phases.

### Phase one

- Replacement of Short Term Care
  - Placement and Support Packages (PaSP)
  - Individual Residential Support Packages (IRSP)
  - Agency Support.

### Phase two

- Residential Care
- Disability-specific Residential Care
- Supported Independent Living (SILs)
- Unaccompanied Humanitarian Minors.

This briefing kit addresses the known impact of changes under phase one. However, all Care Pathways staff must read the kit to ensure they understand what they should do at this time and what the impact of these changes is on their role/employment.

## Phase One

The Department for Child Protection has announced that Commercial Care, known as Short Term Care in Baptist Care SA, will cease to be a care option for children under the Guardianship of the Chief Executive (DCP) from 9 October 2020.

Care for children entering the child protection system that would previously have been in Short Term Care, will now be offered **Placement and Support Packages** (PaSP) for up to 90 days, while longer-term arrangements are coordinated (for example, Residential Care, Foster Care, Kinship Care). This means that:

- PaSP houses will be established as multi-occupancy, generally of up to 3 children and/or young people (although there may be short gaps between one leaving and the next joining our care)
- PaSP properties will primarily be staffed by a single care team, however this may need to be adjusted based on the needs of the children and young people and the number of children in the house
- It is unlikely that care for a child/young person who requires an individual placement will be accommodated under this model, however it may occur by exception.

Furthermore, the current practice of long-term care under the Commercial Care (or “Short Term Care”) system will cease in preference for more stable placements. This has previously occurred where a placement under long-term care models for children under Guardianship (eg; residential care, foster care, kinship care) has not been considered viable, often as a result of the child/young person’s specific needs. Such arrangements will now be expected to be made via **Individual Residential Support Packages** (IRSP). These packages are tailored to the child/young person’s specific needs. The care team that supports the child/young person is required to match their needs with relevant qualifications, skills and experiences.

This means that:

- Baptist Care SA houses established for IRSP will generally have a maximum of 1 child / young person living in the house at any one time, however this may be adjusted to accommodate sibling groups
- IRSP properties may be staffed by a single care team or a double care team, depending on the needs of the individual client
- These placements will be longer-term arrangements, such as renewable DCP service contracts reviewed annually for up to three or five years
- IRSPs that provide care to a child or young person living with a disability, will require members of the care team to hold a Certificate IV in Disability.

It is anticipated that as part of the transition to the above models, a number of children and young people in Short Term Care (including some of our current clients) will transition (at least initially) into DCP group-based

Residential Care. This is expected to result in an increased demand for Baptist Care SA employees to work in DCP residences either on a short-term basis upon the initial transition of a Baptist Care SA client and/or in an emergency/replacement capacity. Temporary staffing requirements such as these, may only be filled by Casual Support Workers working in **Agency Support**.

The intent by government to work towards more stable care environments for children and young people under guardianship is the driver for these service offering changes. As such, Baptist Care SA is required to adjust its operating model to align with these new requirements in South Australia.

As we implement necessary changes in relation to the above reform agenda, we will also be taking into consideration COVID Safe principles for workplaces in our approach to rostering going forward. We will continue to act upon government requirements accordingly.

## Phase Two

Baptist Care SA **Residential Care** services are expected to continue. Whilst demand for services cannot be assured, there is potential growth in the future for this service area as DCP reforms the delivery of stable long-term care for children and young people under guardianship.

Whilst there are multiple providers of residential care, increased state-wide demand for residential care services is expected to be driven by cessation of Short Term Care and continuing growth in state-wide numbers and the complexity of children and young people entering the child protection system.

A panel of providers for **disability specific residential care** is being tendered by DCP. Baptist Care SA currently delivers disability specific residential care and will submit a tender to join this provider panel. DCP requires Support Workers in disability specific residential care to have a Certificate IV in Disability.

Baptist Care SA has an existing contract with DCP to deliver **Supported Independent Living (SILs)** services to young people under the guardianship as they move into independent adulthood. A new tender for SILs services is anticipated to be released by DCP in coming months. We expect to submit a tender to continue this service offering.

The finalisation of a new contract for the **Unaccompanied Humanitarian Minors** program is expected soon. This will result in more children and young people entering our care under this service. This is an exciting opportunity for Care Pathways and for our organisation.

More information about changes to the specific programs under phase two will be made available as the detail becomes known to us, however it is important that employees currently working in these programs engage with this consultation process.

# What does this mean for my employment?

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All Support Workers must complete an [Expression of Interest \(EOI\)](#) to be considered for ongoing work in any of the Care Pathways service offerings, whether your current role will be impacted by the change in phase one or phase two.

## For Support Workers in Short Term Care

As Short Term Care operations will cease, all employees currently working in this service stream must engage in a process to identify their interest in a new role within the new service models. Once this has been done, offers of employment can be made. This process will be facilitated by an [Expression of Interest \(EOI\)](#). More information about the [EOI](#) and instructions about how and when to engage is detailed later in this briefing kit. Please ensure that you read this carefully, as your response is required by **Wednesday 2 September 2020**. All staff, regardless of their current status of employment, must complete the [EOI](#). On the basis of this, Baptist Care SA will be able to make decisions about new offers of employment.

In line with our goal to provide as much stability as possible for the children and young people in our care, employees who are appointed to a role in the service offerings (PaSP and IRSP) will only be employed in either a part-time or full-time role. Casual roles will no longer be available other than emergency back-fill roles. This will, in turn, provide more stable employment to our team members demonstrating our commitment to you and reflecting your commitment to our clients.

### Currently part-time or full-time?

Unless you are employed on a contract, if you currently hold a part-time or full-time role, your status of employment will not change, however you still need to complete the [EOI](#) so that you can be appointed to a role under one of the new service offerings. If you are on a contract, once you have completed the [EOI](#), you will be considered for longer-term employment opportunities.

When the change in alignment with the new services offerings comes into effect, you may be offered a new contract with the relevant job description. To facilitate this transition, you must complete the [EOI](#). In doing so, you may also express your interest in other areas within Care Pathways such as Residential Care and the Unaccompanied Humanitarian Minors program.

### Currently casual?

If you are casual and you are interested in **transferring to part-time or full-time** employment so that you can be considered for placement in a stable care team, you must identify this via the [Expression of Interest](#) process. Please note that part-time and full-time roles cannot be guaranteed for every employee who expresses their interest. If you are offered, and you accept, a position under the new service offerings, the number of hours and working days will be discussed and agreed with you. You will be issued with a new contract with the relevant job description once the change occurs. You can also express your interest in other areas within Care Pathways such as Residential Care and the Unaccompanied Humanitarian Minors program.

If you are casual and you wish to **maintain employment on a casual basis**, you must identify this via the Expression of Interest process.

Once the transition to the new service offerings is complete, casual employment in Care Pathways will only be available for emergency/replacement shifts and for staff working in DCP houses under the Agency model. As such, no guarantee with regard to hours or shifts can be given. You will be issued with a new contract with the relevant job description once the relevant change comes into effect for you.

Any subsequent offer of part-time and full-time roles will be subject to the demand for our services.

## For Support Workers in Residential Care and SILs

The Expression of Interest process will be used for both Phase One and Phase Two of the Care Pathways Reform. As such you must complete the [Expression of Interest](#) so that we can gather relevant information for immediate and long-term workforce planning. More information about the [EOI](#) and instructions about how and when to engage is detailed later in this briefing kit. Please ensure that you read this carefully, as your response is

required by **Wednesday 2 September 2020**. By engaging in this process you will be considered for future employment opportunities and may also express your interest in other areas within Care Pathways such as PaSP or IRSP placements and the Unaccompanied Humanitarian Minors program.

Unless you are employed on a contract, if you currently hold a part-time or full-time role, your status of employment will not change. If you are on a contract, once you have completed the [EOI](#), you will be considered for longer-term opportunities.

When the change in alignment with the new services offerings comes into effect, you may be offered a new contract with the relevant job description. To facilitate this transition, you must complete the [EOI](#). You are required to complete the [Expression of Interest](#) so that we can gather relevant information from you both for immediate transition and longer-term employment opportunities, as well as client matching.

## For Support Workers in Unaccompanied Humanitarian Minors (UHM)

The [Expression of Interest](#) process will be used for both Phase One and Phase Two of the Care Pathways Reform. As such you must complete the [Expression of Interest](#) so that we can gather relevant information from you both for immediate and long-term workforce planning. More information about the [EOI](#) and instructions about how and when to engage is detailed later in this briefing kit. Please ensure that you read this carefully, as your response is required by **Wednesday 2 September 2020**. By engaging in this process you will be considered for future employment opportunities and may also express your interest in other areas within Care Pathways.

### Currently part-time or full-time?

Unless you are employed on a short-term contract, if you currently hold a part-time or full-time role, your status of employment will not change. If you are on a contract, once you have completed the [EOI](#), you will be considered for longer-term opportunities.

When the change in alignment with the new services offerings comes into effect, you may be offered a new contract with the relevant job description. To facilitate this transition, you must complete the [EOI](#). You are required to complete the [Expression of Interest](#) so that we can gather relevant information from you both for immediate transition and longer-term employment opportunities, as well as client matching.

### Currently casual?

If you are casual and you are interested in **transferring to part-time or full-time** employment so that you can be considered for placement in a stable care team, you must identify this via the [Expression of Interest](#) process. Please note that part-time and full-time roles cannot be guaranteed for every employee who expresses their interest in these. If you are offered, and you accept, a position under the new service offerings the number of hours and working days will be discussed and agreed with you. You will be issued with a new contract with the relevant job description once the change occurs. You can also express your interest in other areas within Care Pathways such as Residential Care and the Unaccompanied Humanitarian Minors program.

If you are casual and you wish to **maintain employment on a casual basis**, you must identify this via the [Expression of Interest](#) process.

Once the transition to the new service offerings is complete, casual employment in Care Pathways will only be available for emergency/replacement shifts and for staff working in DCP houses under the Agency model (which requires a psychological suitability assessment and agency carer approval to undertake shifts with DCP). As such, no guarantee with regard to hours or shifts can be given. You will be issued with a new contract with the relevant job description once the relevant change comes into effect for you.

Any subsequent offer of part-time and full-time roles will be subject to the demand for our services.

## For Support Workers in Disability Pathways

Currently, there is no planned change to the service model for Disability Pathways as the client base is not relevant to the reform requirements for children and young people under guardianship. This means that your current conditions of employment will not change as a result of Care Pathways reform.

We acknowledge, however, that there is an emerging requirement for increased levels of qualifications for workers who provide care and other services to people with a disability. As such, we will seek to ensure that any opportunity that presents for Care Pathways staff to upgrade qualifications, or obtain new qualifications, is extended to the Disability Pathways workforce where relevant.

To enable us to do this, you are required to engage in the [Expression of Interest](#) process by **Wednesday 2 September 2020** so that you can inform us of your current qualification base and any goals you may have in relation to expanding on this. To ensure that we are maximising your employment with us, you may also use this process to indicate if you are interested in transferring from Casual to Part-time employment and/or if you would be open to employment opportunities in disability-specific placements within Care Pathways (for which additional employment requirements apply, including a DCP Agency Carer Approval and Psychological Suitability Assessment).

You can either read the remainder of this Briefing Kit to find out more about the reform in Care Pathways, or refer directly to page 12 for instructions about completing the [EOI](#).

# Will the role of Support Workers change?

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## Position Descriptions

New Position Descriptions have been developed for Support Workers in Care Pathways; one for a generic Support Worker role operating in any service offering and a different version for casual Support Workers. These Position Descriptions are provided at the end of this briefing kit.

## Minimum requirements

There are some changed minimum requirements for employees, and these are detailed on the table on the following page. This includes the requirement for all Support Workers to hold a HLTAID004 Provide an emergency first aid response in an education and care setting. The date that this will become a mandatory requirement under each service model will vary.

*Increased first aid qualifications are becoming a standard requirement on all new service agreements with the Department for Child Protection. Staff are encouraged to book their training as soon as practicable, and to complete this training before October 2020. Please contact the provider where you obtained your current certificate to discuss if you can top up, or if you are required to complete in full. Please note that each provider has their own terms and time frames for top up training.*

For employees working with a child or young person living with a disability, qualification requirements have changed, and a Certificate IV in Disability is now a mandatory requirement. The EOI process will assist us in developing strategies to support upskilling for employees where this is required.

## Employee mobility

Baptist Care SA is working towards establishing “clusters” of properties so that groups of care teams can support each other in being responsive to the needs of children and young people in our care. This might mean working in a different house for a particular shift to fill a gap, transferring to a roster in a different house to respond to emerging needs, or even pooling transport requirements.

Employees will work in stable care teams which have been established based on the needs of the children and young people in each house. This means that employees may be assigned to different placements if the profile of the children and young people changes, and if the employee’s particular set of skills and experiences could be better suited to another child or young person in our care (within a reasonable geographical area).

## Short-term placements

Under the PaSP 90-day model, the intake and transition out processes will be more regular, which will also represent a change to the way that Support Workers work to influence a sense of stability for children and young people. Leaders within Care Pathways will provide support in developing individual and team practice in line with this.

## DCP Agency Support

Casual employees will be called upon to work in DCP houses. While you will still have a line management structure (Placement Coordinator, Team Leader and Manager) in Baptist Care SA, you will also be accountable to line management structures in DCP. Responsibilities under this model are detailed more in the Casual Support Worker Position Description.

<b>Essential requirements</b>	<b>Alternative Care (PaSP / IRSP)</b>	<b>Residential Care &amp; SILS</b>	<b>UHM Program</b>	<b>Agency</b>
Certificate IV in Child, Youth and Family Intervention (or Equivalent)*, or enrolled to complete within 12 months	✓	✓	✓	✓
Certificate IV in Disability (or equivalent)**	✓**	✓**	✘	✓**
A valid DHS Working with Children Check (or equivalent)	✓	✓	✓	✓
HLTAID004 Provide an emergency first aid response in an education and care setting	✓	✓	✓	✓
Safe Environments for Children and Young People	✓	✓	✓	✓
Culturally and Linguistic Diverse Training for children & young people from culturally and linguistically diverse backgrounds of Aboriginal and Torres Strait Islander Descent – <i>can obtain in employment</i>	✓	✓	✓	✓
Culturally and Linguistic Diverse Training (CALD) for children & young people from culturally and linguistically diverse backgrounds – <i>can obtain in employment</i>	✓	✓	✓	✓
Approved Psychological Suitability Assessment	✓	✓	✘	✓
DCP Approved Carer Registration	✓	✘	✘	✓
A valid full South Australia driver's licence (C Class)	✓	✓	✓	✓
Registration, RAA Approved Road Worthy Certificate (annual) & minimum Third Party Property Insurance	✘	✘	✘	✓
Willingness to drive clients for work purposes	✓	✓	✓	✓
Previous experience in working with vulnerable and at-risk children and young people	✓	✓	✓	✓
Experience in working effectively within a team environment	✓	✓	✓	✓
<b>Essential competencies (knowledge, skills and behaviours)</b>	<b>Alternative Care</b>	<b>Residential Care &amp; SILS</b>	<b>UHM Program</b>	<b>Agency</b>
Demonstrated ability and experience to work within a team environment	✓	✓	✓	✓
Demonstrated commitment to work within and apply quality service and CQI	✓	✓	✓	✓
Demonstrated commitment to personal development and ongoing training	✓	✓	✓	✓
Demonstrated ability to work autonomously and within a team	✓	✓	✓	✓
Demonstrated interpersonal and communication skills	✓	✓	✓	✓
<b>Desirable Qualifications, Experience, Competencies</b>	<b>Alternative Care</b>	<b>Residential Care &amp; SILS</b>	<b>UHM Program</b>	<b>Agency</b>
Certificate III Individual Support or IV in Disability Services	✓	✓	✓	✓
Working with Client with Mental Health or Mental Health First Aid including self-harm and substance misuse	✓	✓	✓	✓
Experience of working with clients who have suffered significant trauma, neglect, physical and sexual abuse, witnessed and/or have been subjected to family violence and exposure to anti-social family cultures	✓	✓	✓	✓

Experience of working with clients who have suffered significant torture, trauma neglect, physical and sexual abuse, witnessed and/or have been subjected to family violence and exposure to anti-social family cultures	*	*	✓	✓
Caring for Children Under 2 Years	*	*	*	✓
Child Development (0-18 years) – Normal Milestones, expectations and what interrupted development looks like	(2-18 Years)	(2-18 Years)	(2-18 Years)	✓
Non-violent Crisis Intervention	✓	✓	✓	✓

\*Equivalent qualifications:

- Certificate IV in Child, Youth and Family Intervention
- Certificate IV in Youth Work
- Certificate IV in Community Services
- Diploma of Child, Youth and Family Intervention
- Diploma of Youth Work
- Diploma of Community Services
- Bachelor of Social Work

\*\* Disability Specific Placements only

# What is the impact of different employment conditions?

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## Casual employment

Casual Support Workers in Care Pathways will be engaged on an as-needs basis for the following purposes:

- Where there is a shortage of part-time/full-time staff in a care team (eg; a Support Worker is sick or there is a vacancy for another reason)
- For work in DCP residences under the “Agency support” model.

Conditions of casual employment include

- There is no guarantee of regular work hours or designated shifts
- Just as your employer cannot commit to regular shifts for you, you are not required to be available for shifts offered
- You are paid a casual loading on your hourly rate in lieu of sick leave, annual leave and other entitlements such as redundancy pay.

## Part-time or full-time employment

Part-time and full-time Support Workers in Care Pathways will be engaged to form stable care teams in all service offerings other than in DCP residences under the “Agency support” model.

Part-time and full-time employees may be engaged on a short-term contract or on a permanent basis depending on the nature of the contract with DCP that governs the service that they work in. For example, employees assigned to care teams in PaSP houses are likely to be offered a short-term contract to 30 June 2021 to align with the first stage of our engagement with DCP under this contract (unless the employee is already permanent).

Conditions of part-time and full-time employment include

- A set roster that can be adjusted with seven days' notice
- An obligation from Baptist Care SA to honour minimum contracted hours
- An obligation from you to perform rostered hours unless approved leave is taken
- You accrue an entitlement to paid leave based on hours of employment.

# Expression of Interest process

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**All Support Workers in Care Pathways and Disability Pathways** are required to complete the Expression of Interest (EOI) form.

The form must be completed by **Wednesday 2 September 2020**

## For Support Workers in Disability Pathways

Following completion of your EOI form, you will be contacted depending on the information you provide to us. Initially this will focus on opportunities relating to upskilling and qualifications and may also extend to consideration for employment opportunities in Care Pathways, should these emerge.

**Access the EOI here:**

<https://baptistcaresa.org.au/care-pathways-reform-phase-one-expressions-of-interest-2>

## For Support Workers in Care Pathways

Completion of the EOI is particularly critical for any employee who is currently casual or employed on a short-term contract, as this will formally advise Baptist Care SA of your interest in continuing employment.

Assessment of EOIs will be conducted so that offers of employment can be made under the new service offerings in Care Pathways. In the short term, this relates to changes under Phase One, however the expression of interest process will also be used to inform offers of employment once Phase Two changes are known. This is why it is so important for all Support Workers to engage.

At this stage, external recruitment of new Support Workers has been put on hold so that preference can be given to our current workforce when staffing our structures under the new model. If however, there is insufficient interest or eligibility in areas of need, targeted recruitment exercises may be required.

EOIs received will also inform our strategy relating to the new qualification requirements in disability-specific placements within Care Pathways so that we can support impacted employees as much as possible to meet those requirements and continue to work in their preferred area.

**Access the EOI here:**

<https://baptistcaresa.org.au/care-pathways-reform-phase-one-expressions-of-interest>

# Providing feedback

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You can continue to ask questions and provide feedback regarding the Care Pathways reform via:

Email [carepathwaysreform@baptistcaresa.org.au](mailto:carepathwaysreform@baptistcaresa.org.au)

Post your query in our Facebook Group (<https://www.facebook.com/groups/care.pathways>)

Or you might know one of the following team members:

Alex Bevan  
Linda Boucher  
Amy Dickenson  
Andrea Kilgariff  
Christine Meerwald  
Daniel Millbrook  
Rasa Mosman  
Melissa Steinfeldt  
Joanne Welcome

These people have offered their time to give you the opportunity to chat to someone about any queries you may have about the Care Pathways Reform changes. While they don't necessarily have all of answers, they can direct you to the information available and support you to communicate your questions. The group meets fortnightly to pass on concerns or feedback and to 'test drive' our messaging and updates.

# Appendix 1: Support Worker PD

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## **DRAFT POSITION DESCRIPTION**

<b>Position:</b>	Support Worker	<b>Reports To:</b>	Placement Coordinator or House Coordinator
<b>Programme:</b>	Care Pathways	<b>Location:</b>	Various
<b>Award:</b>	SCHADS	<b>Classification:</b>	Level 2

### **Job Purpose**

The primary role of Support Worker, Care Pathways is to contribute to the day to day running of a residential placement and programs and to support and empower vulnerable and at-risk children and young people. This includes being responsible for providing high quality care to support a range of clients with diverse backgrounds and needs in a range of home-like environments.

The Support Worker forms healthy and supportive relationships with clients as a key member of a care team and role-models skills to assist clients to achieve their goals in accordance with their individual Care Plans.

Baptist Care SA is committed to providing care and support for these children and young people in line with Baptist Care SA's Practice Framework and Practice Standards.

Specific services in which Support Workers will be engaged are:

- Alternative Care (placement and support packages (PaSP) and individual residential support packages (IRSP))
- Residential Care and Supported Independent Living
- Mentoring
- Unaccompanied Humanitarian Minors Program

### **Responsibilities and Accountabilities**

<p><b>1. Build and maintain a positive environment for children and young people</b></p> <ul style="list-style-type: none"><li>• Demonstrate and understanding of, and effectively apply, Baptist Care SA's Practice Framework and Practice Standards including:<ul style="list-style-type: none"><li>○ trauma informed care</li><li>○ holistic client centred practice</li></ul></li><li>• Effectively engage with children and young people</li><li>• Role model effectively and appropriately and work to develop and implement a caring, supportive and learning environment</li><li>• Effectively manage and respond to difficult and/or challenging behaviours</li><li>• Maintain awareness of children and young people's physical and emotional needs and ensure that they are considered and met on a daily basis</li><li>• Involve children and young people in activities that are aligned with their individual stage of development and interests</li><li>• Work with internal and external stakeholders to meet the physical, emotional, educational and health needs of the children and young people</li><li>• Teach and promote independent living skills.</li></ul>
<p><b>2. Ensure a safe and secure environment for children and young people</b></p> <ul style="list-style-type: none"><li>• Evidence that daily shift tasks are always completed as per specific program work directives</li><li>• Evidence that facilities and equipment accessed and used by children and young people are maintained safely and appropriately</li><li>• Evidence of awareness and application of safety precautions at all times</li></ul>

- Evidence that children and young people confidentiality is maintained at all times and that all appropriate information management processes are applied
- Evidence that appropriate personal boundaries are maintained at all times
- Understanding and demonstrated application of mandatory reporting and duty of care

### **3. Work effectively in a team environment**

- Work in genuine collaboration with team members to ensure the application of consistent support and services to the children and young people in Care Pathways
- Actively engage in the continuous quality improvement process by providing feedback, responding to feedback, embracing change, and reflecting, expanding and adapting own professional practice
- Follow all reasonable workplace requirements and directives,
- Attend and contribute to staff and stakeholder meetings as directed by management
- Actively participate in individual and group supervision opportunities.
- Willingness, within reason, to at short notice be mobile and responsive to the changing needs of placements and young people across care pathways.

### **4. Complete administrative tasks**

- Required documentation is maintained and used appropriately and as directed
- Specific emergency documentation is used appropriately and as directed
- Regular and up to date handover occurs as per specific program work directives.

### **5. Provide a client focused service**

- Effective service is delivered and is confirmed by feedback from children and young people, external parties and stakeholders, supervisors and management
- Respond to client needs as required
- Adhere to client care plans and support plans
- Ensure that an appropriate level of therapeutic intervention is maintained as per work directives and from management

### **6. Work Health and Safety (WHS)**

According to the WHS Act 2012, an employee must take reasonable care to protect their own health and safety, and have responsibilities to:

- Ensure that they do not increase the risk to the health, safety or welfare of others through any act or omission.
- Obey reasonable instructions that are designed to protect their health, safety and welfare.
- Use, in the appropriate manner, equipment that is provided to protect their health, safety or welfare.
- Not wilfully interfere with, or misuse, items or facilities provided in the interest of health, safety or welfare of employees.
- Ensure that they are not affected by alcohol or any other drug to such an extent that they endanger themselves or others.
- Report promptly, any hazards, incidents or injuries to their Team Leader/Manager.
- Responsibilities under the WHS Act 2012 extend to taking responsibility for the health of one's self and others from a wellbeing perspective, including
  - Recognise personal needs and limitations in regards to workplace crisis and vicarious trauma
  - Ensure active communication and engagement with line management
  - Develop and identify reflexive behaviour
  - Prioritise and manage workloads to complete tasks as required

## **7. Quality improvement**

- Participate in organisational communication and development systems such as web discussion groups, staff meetings, planning and review days and quality assurance programs.
- Adopt 'Lean Management' principles to ensure improvement in practices and effective use of resources in order to improve performance of corporate services.
- Work with other team members to improve service outcomes for clients and employees by effective complaint management via Riskman, stakeholder feedback and responses to service audit processes.

## **8. Know and apply Baptist Care SA policies and procedures**

- Demonstrated alignment to the Baptist Care SA mission and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Evidence of harmonious working relationships with Baptist Care employees, volunteers and other stakeholders.
- Management of risk and ensure compliance with Workplace Health Safety to the highest standards.
- Ensure a safe and nurturing environment for all clients of Baptist Care SA.

<b>Essential requirements</b>	<b>Alternative Care (PaSP / IRSP)</b>	<b>Residential care &amp; SILS</b>	<b>UHM Program</b>	<b>Agency (refer Casual SW PD)</b>
Certificate IV in Child, Youth and Family Intervention (or Equivalent)*, or enrolled to complete within 12 months	✓	✓	✓	✓
Certificate IV in Disability (or equivalent)**	✓**	✓**	✘	✓**
A valid DHS Working with Children Check (or equivalent)	✓	✓	✓	✓
HLTAID004 Provide an emergency first aid response in an education and care setting	✓	✓	✓	✓
Safe Environments for Children and Young People	✓	✓	✓	✓
Culturally and Linguistic Diverse Training for children & young people from culturally and linguistically diverse backgrounds of Aboriginal and Torres Strait Islander Descent – <i>can obtain in employment</i>	✓	✓	✓	✓
Culturally and Linguistic Diverse Training (CALD) for children & young people from culturally and linguistically diverse backgrounds – <i>can obtain in employment</i>	✓	✓	✓	✓
Approved Psychological Suitability Assessment	✓	✓	✘	✓
DCP Approved Carer Registration	✓	✘	✘	✓
A valid full South Australia driver's licence (C Class)	✓	✓	✓	✓
Registration, RAA Approved Road Worthy Certificate (annual) & minimum Third Party Property Insurance	✘	✘	✘	✓
Willingness to drive clients for work purposes	✓	✓	✓	✓
Previous experience in working with vulnerable and at-risk children and young people	✓	✓	✓	✓
Experience in working effectively within a team environment	✓	✓	✓	✓
<b>Essential competencies (knowledge, skills and behaviours)</b>	<b>Alternative Care</b>	<b>Residential care &amp; SILS</b>	<b>UHM Program</b>	<b>Agency</b>
Demonstrated ability and experience to work within a team environment	✓	✓	✓	✓
Demonstrated commitment to work within and apply quality service and CQI	✓	✓	✓	✓
Demonstrated commitment to personal development and ongoing training	✓	✓	✓	✓
Demonstrated ability to work autonomously and within a team	✓	✓	✓	✓
Demonstrated interpersonal and communication skills	✓	✓	✓	✓
<b>Desirable Qualifications, Experience, Competencies</b>	<b>Alternative Care</b>	<b>Residential care &amp; SILS</b>	<b>UHM Program</b>	<b>Agency</b>
Certificate III Individual Support or IV in Disability Services	✓	✓	✓	✓
Working with Client with Mental Health or Mental Health First Aid including self-harm and substance misuse	✓	✓	✓	✓
Experience of working with clients who have suffered significant trauma, neglect, physical and sexual abuse, witnessed and/or have been subjected to family violence and exposure to anti-social family cultures	✓	✓	✓	✓

Experience of working with clients who have suffered significant torture, trauma neglect, physical and sexual abuse, witnessed and/or have been subjected to family violence and exposure to anti-social family cultures	*	*	✓	✓
Caring for Children Under 2 Years	*	*	*	✓
Child Development (0-18 years) – Normal Milestones, expectations and what interrupted development looks like	(2-18 Years)	(2-18 Years)	(2-18 Years)	✓
Non-violent Crisis Intervention	✓	✓	✓	✓

\*Equivalent qualifications:

- Certificate IV in Child, Youth and Family Intervention
- Certificate IV in Youth Work
- Certificate IV in Community Services
- Diploma of Child, Youth and Family Intervention
- Diploma of Youth Work
- Diploma of Community Services
- Bachelor of Social Work

\*\* Disability Specific Placements only

## Appendix 2: Casual Support Worker PD

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### **DRAFT POSITION DESCRIPTION**

<b>Position:</b>	Casual Support Worker	<b>Reports To:</b>	Placement Coordinator House Coordinator, depending on location
<b>Programme:</b>	Care Pathways	<b>Location:</b>	Various
<b>Award:</b>	SCHADS	<b>Classification:</b>	Level 2

#### **Job Purpose**

The primary role of Casual Support Worker within Care Pathways is to contribute to the day to day running of a residential placement and programs and to support and empower vulnerable and at-risk children and young people. This includes being responsible for providing high quality care to support a range of clients with diverse backgrounds and needs in a range of home-like environments.

Casual Support Workers are primarily engaged on an as-needs basis to replace members of a stable care team or to fill other emergency staffing requirements for any Care Pathways service offering within Baptist Care SA. Additionally, Casual Support Workers will be engaged at the request of the Department for Child Protection to supplement their workforce requirements.

Support Workers role-models skills to assist clients to achieve their goals in accordance with their individual Care Plans. Where possible based on the frequency of engagement, they will also work to form healthy and supportive relationships with clients.

Baptist Care SA is committed to providing care and support for these children and young people in line with Baptist Care SA's Practice Framework and Practice Standards.

Specific services in which Casual Support Workers will be engaged are:

- Agency Support, working placements managed by the Department for Child Protection
- Alternative Care (placement and support packages (PaSP) and individual residential support packages (IRSP))
- Residential Care and Supported Independent Living
- Mentoring
- Unaccompanied Humanitarian Minors Program

#### **Responsibilities and Accountabilities**

##### **1. Build and maintain a positive environment for children and young people**

- Demonstrate and understanding of, and effectively apply, Baptist Care SA's Practice Framework and Practice Standards including:
  - trauma informed care
  - holistic client centred practice
- Effectively engage with children and young people
- Role model effectively and appropriately and work to develop and implement a caring, supportive and learning environment
- Effectively manage and respond to difficult and/or challenging behaviours
- Maintain awareness of children and young people's physical and emotional needs and ensure that they are considered and met on a daily basis
- Involve children and young people in activities that are aligned with their individual stage of development and interests
- Work with internal and external stakeholders to meet the physical, emotional, educational and health needs of the children and young people

- Teach and promote independent living skills.

## **2. Ensure a safe and secure environment for children and young people**

- Evidence that daily shift tasks are always completed as per specific program work directives
- Evidence that facilities and equipment accessed and used by children and young people are maintained safely and appropriately
- Evidence of awareness and application of safety precautions at all times
- Evidence that children and young people confidentiality is maintained at all times and that all appropriate information management processes are applied
- Evidence that appropriate personal boundaries are maintained at all times
- Understanding and demonstrated application of mandatory reporting and duty of care

## **3. Work effectively in a team environment**

- Work in genuine collaboration with team members to ensure the application of consistent support and services to the children and young people in Care Pathways
- Actively engage in the continuous quality improvement process by providing feedback, responding to feedback, embracing change, and reflecting, expanding and adapting own professional practice
- Follow all reasonable workplace requirements and directives
- Attend and contribute to staff and stakeholder meetings as directed by management
- Actively participate in individual and group supervision opportunities.
- Willingness, within reason, to at short notice be mobile and responsive to the changing needs of placements and young people across care pathways.

## **4. Complete administrative tasks**

- Required documentation is maintained and used appropriately and as directed
- Specific emergency documentation is used appropriately and as directed
- Regular and up to date handover occurs as per specific program work directives.

## **5. Provide a client focused service**

- Effective service is delivered and is confirmed by feedback from children and young people, external parties and stakeholders, supervisors and management
- Respond to client needs as required
- Adhere to client care plans and support plans
- Ensure that an appropriate level of therapeutic intervention is maintained as per work directives and from management

## **6. Work Health and Safety (WHS)**

According to the WHS Act 2012, an employee must take reasonable care to protect their own health and safety, and have responsibilities to:

- Ensure that they do not increase the risk to the health, safety or welfare of others through any act or omission.
- Obey reasonable instructions that are designed to protect their health, safety and welfare.
- Use, in the appropriate manner, equipment that is provided to protect their health, safety or welfare.
- Not wilfully interfere with, or misuse, items or facilities provided in the interest of health, safety or welfare of employees.
- Ensure that they are not affected by alcohol or any other drug to such an extent that they endanger themselves or others.
- Report promptly, any hazards, incidents or injuries to their Team Leader/Manager.

- Responsibilities under the WHS Act 2012 extend to taking responsibility for the health of one's self and others from a wellbeing perspective, including
  - Recognise personal needs and limitations in regards to workplace crisis and vicarious trauma
  - Ensure active communication and engagement with line management
  - Develop and identify reflexive behaviour
  - Prioritise and manage workloads to complete tasks as required

#### **7. Quality improvement**

- Participate in organisational communication and development systems such as web discussion groups, staff meetings, planning and review days and quality assurance programs.
- Adopt 'Lean Management' principles to ensure improvement in practices and effective use of resources in order to improve performance of corporate services.
- Work with other team members to improve service outcomes for clients and employees by effective complaint management via Riskman, stakeholder feedback and responses to service audit processes.

#### **8. Know and apply Baptist Care SA policies and procedures**

- Demonstrated alignment to the Baptist Care SA mission and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Evidence of harmonious working relationships with Baptist Care employees, volunteers and other stakeholders.
- Management of risk and ensure compliance with Workplace Health Safety to the highest standards.
- Ensure a safe and nurturing environment for all clients of Baptist Care SA.

<b>Essential requirements</b>	<b>Alternative Care (PaSP / IRSP)</b>	<b>Residential care &amp; SILS</b>	<b>UHM Program</b>	<b>Agency Support</b>
Certificate IV in Child, Youth and Family Intervention (or Equivalent)*, or enrolled to complete within 12 months	✓	✓	✓	✓
Certificate IV in Disability (or equivalent)**	✓**	✓**	✘	✓**
A valid DHS Working with Children Check (or equivalent)	✓	✓	✓	✓
HLTAID004 Provide an emergency first aid response in an education and care setting	✓	✓	✓	✓
Safe Environments for Children and Young People	✓	✓	✓	✓
Culturally and Linguistic Diverse Training for children & young people from culturally and linguistically diverse backgrounds of Aboriginal and Torres Strait Islander Descent – <i>can obtain in employment</i>	✓	✓	✓	✓
Culturally and Linguistic Diverse Training (CALD) for children & young people from culturally and linguistically diverse backgrounds – <i>can obtain in employment</i>	✓	✓	✓	✓
Approved Psychological Suitability Assessment	✓	✓	✘	✓
DCP Approved Carer Registration	✓	✘	✘	✓
A valid full South Australia driver's licence (C Class)	✓	✓	✓	✓
Registration, RAA Approved Road Worthy Certificate (annual) & minimum Third Party Property Insurance	✘	✘	✘	✓
Willingness to drive clients for work purposes	✓	✓	✓	✓
Previous experience in working with vulnerable and at-risk children and young people	✓	✓	✓	✓
Experience in working effectively within a team environment	✓	✓	✓	✓
<b>Essential competencies (knowledge, skills and behaviours)</b>	<b>Alternative Care</b>	<b>Residential care &amp; SILS</b>	<b>UHM Program</b>	<b>Agency</b>
Demonstrated ability and experience to work within a team environment	✓	✓	✓	✓
Demonstrated commitment to work within and apply quality service and CQI	✓	✓	✓	✓
Demonstrated commitment to personal development and ongoing training	✓	✓	✓	✓
Demonstrated ability to work autonomously and within a team	✓	✓	✓	✓
Demonstrated interpersonal and communication skills	✓	✓	✓	✓
<b>Desirable Qualifications, Experience, Competencies</b>	<b>Alternative Care</b>	<b>Residential care &amp; SILS</b>	<b>UHM Program</b>	<b>Agency</b>
Certificate III Individual Support or IV in Disability Services	✓	✓	✓	✓
Working with Client with Mental Health or Mental Health First Aid including self-harm and substance misuse	✓	✓	✓	✓
Experience of working with clients who have suffered significant trauma, neglect, physical and sexual abuse, witnessed and/or have been subjected to family violence and exposure to anti-social family cultures	✓	✓	✓	✓

Experience of working with clients who have suffered significant torture, trauma neglect, physical and sexual abuse, witnessed and/or have been subjected to family violence and exposure to anti-social family cultures	*	*	✓	✓
Caring for Children Under 2 Years	*	*	*	✓
Child Development (0-18 years) – Normal Milestones, expectations and what interrupted development looks like	(2-18 Years)	(2-18 Years)	(2-18 Years)	✓
Non-violent Crisis Intervention	✓	✓	✓	✓

\*Equivalent qualifications:

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