

Position Description

Youth Worker/Direct Care worker ITM/TCH

Child and family - OOHC

July 2026

Agreement

Signed–Manager

Signed–Employee

Date

Date

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed.

Our vision is: "...doing all the good we can because every life matters".

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

2. Overview and purpose of Portfolio Name

The purpose of Child and Family - OOHC is to provide safe, stable, child-centred care and support for children and young people who are unable to live safely with their families, while working toward permanency outcomes that promote safety, wellbeing, connection, identity and belonging.

It achieves its purpose by delivering trauma-informed, culturally responsive and relationship-based services in partnership with children, young people, families, carers, communities, the Department of Communities and Justice, and other service partners. The portfolio supports children and young people through quality care arrangements, casework, carer support, family connection, restoration, guardianship, adoption and other permanency pathways where appropriate..

Services include statutory out-of-home care, foster care, residential care, adoption services, specialised substitute residential care, interim care arrangements, carer recruitment and support, case management, family contact and connection support, and aftercare or transition support for young people leaving care..

Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy and underpinned by its values.

3. Purpose of role

The purpose of the role is to provide day-to-day care, guidance and support to vulnerable children and young people in a temporary home like environment. To ensure these children and young people receive safe,

stable, trauma-informed and culturally responsive care. To ensure service delivery complies with legislative, contractual, organisational and safeguarding requirements.

Objectives of the TCH Programme:

The TCH Provides therapeutic longer term placements where all other suitable options have been exhausted. Where children and young people experience a home-like environment and are cared for by a small capable and nurturing care team.

The Programme supports a transitional approach for children and young people to enter a permanent placement option

Objectives of the ITM Programme

The ITM Provides immediate time-limited placements (up to 13 weeks) where all other suitable options have been exhausted. Where children and young people experience a home-like environment and are cared for by a small capable and nurturing care team.

Placements are generally 1:1 and can be any age.

The Programme supports a step-down approach for children and young people in enter a permanent less intrusive placement option

4. Relationships

Reports to: House Manager TCH/ITM

Key relationships: Other TCH/ITM Youth Workers and Direct Care Workers\, Health Education and Therapeutic services providers. Clinical and cultural specialists, Case workers and Case Managers

Industrial instrument: Award - SCHADS Level 3

5. Major role responsibilities

- Provide safe, nurturing, child-centred day-to-day care within an TCH/ITM home environment, including routines, meals, transport, supervision, recreation, personal care support where required and practical assistance that promotes stability, dignity and belonging.
- Deliver trauma-informed, therapeutic and relationship-based care that responds to each child or young person's individual needs, strengths, history, triggers, behaviour support strategies and care goals.

- Support children and young people to feel physically, emotionally and culturally safe by using respectful communication, predictable routines, de-escalation strategies, positive behaviour support and professional boundaries.
- Implement individual care plans, behaviour support plans, safety plans, cultural plans, education plans, health plans and transition plans in consultation with the House Manager, casework team, therapeutic specialists and relevant service partners.
- Actively contribute to placement stability and planned transitions by supporting entry into the home, daily settling-in routines, preparation for exits, handovers and movement to kinship, relative, foster care, therapeutic care, family restoration or other permanency pathways where appropriate.
- Promote connection to family, kin, community, culture, identity and country, including supporting Aboriginal and Torres Strait Islander children and young people to maintain cultural safety, cultural connection and participation in cultural planning.
- Support children and young people to attend and participate in education, health, therapeutic, cultural, family contact, recreational and community activities, including transport and practical preparation as required.
- Observe, record and communicate relevant information about the child or young person's presentation, behaviour, wellbeing, risks, strengths, achievements, incidents and changing needs through accurate case notes, daily records, incident reports and shift handovers.
- Respond promptly and appropriately to incidents, disclosures, critical events, behavioural escalation, missing from care events, medical needs and safeguarding concerns in line with organisational procedures, mandatory reporting requirements and directions from the House Manager or on-call support.
- Maintain a safe, clean, welcoming and home-like living environment, including supporting household routines, risk management, medication procedures where authorised, property care and safe use of vehicles and equipment.
- Work collaboratively as part of the ICM/ITM care team, including participating in team meetings, reflective practice, supervision, training, care planning discussions and communication with caseworkers, clinicians, education providers, health providers, cultural specialists and other stakeholders.
- Maintain confidentiality, privacy, ethical conduct and professional boundaries at all times, and comply with relevant legislation, safeguarding standards, contractual requirements, organisational policies and procedures, and the principles of quality out-of-home care.
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6. Professional responsibilities

- Support and work in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed.
- Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work. Report hazards and incidents to your supervisor and in accordance with the organisation's Work Health & Safety Management Framework Manual, related safety policies and procedures and site/service procedures. This includes taking part in safety consultations and safety investigations within your service to help resolve them in a timely manner.

- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Act in good faith in the organisation's best interests, exercise due care and skill in your work, follow reasonable directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses and events as required by your supervisor.
- Participate at least annually in the Contribution and Development Plan process for your role for recognition, compliance and development.
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7. Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

8. Selection criteria

To be successful in this position, you must possess the following:

Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and:
 - Work in accordance with the organisation's Vision, Mission and Values.
 - Value people through kindness, respect, care and support.
 - Foster trust through honesty, integrity, reliability and fairness.
 - Demonstrate personal accountability including in your conduct, compliance, commitment, performance and quality of the service you provide.
 - Contribute to a positive and highly engaged work environment through a positive manner and being a good colleague, collaborator and team player.
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Essential skills/knowledge

- Completed or working towards Cert IV in youth work or similar field
- Prepared to work flexible working hours including shift work, weekends and sleep overs
- Current unrestricted driver's licence

- Current First Aid Certificate
- Current Working with Children's Check
- Ability to work in a team and independently

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- TCI or trauma informed training
- Previous youth work or residential care experience

Training and qualifications

- Cert IV (or working towards) in youth work or similar Field

Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.