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| Position description |
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| Position title: | Therapeutic Support Leader |
| Branch/Division/Team: | Community Operations and Practice Leadership| Statewide Disability and Housing Operations | Forensic Disability Services |
| Work location: | **Multiple locations**:  100 Yarra Bend Road, Fairfield = Intensive Residential Treatment Program  7 Henderson Court, Bundoora = Long Term Residential Program  10 River Drive, Bundoora = Disability Justice Interim Accommodation  1 Scartree Court, Bundoora = Kookaburra House  56 Poplar Rd, Parkville = Disability Justice Interim Accommodation |
| Classification: | DDSO2A |
| Salary: | $64,991 - $87,662 (plus superannuation) |
| Position reports to | Unit Manager, Forensic Residential Services |

# Role purpose

As a Therapeutic Support Leader, you will help people with a disability achieve their personal goals and aspirations. Assisting client’s to actively participate within their local communities, you will directly support the wellbeing of your clients through understanding their needs, preferences, and interests. Providing a range of support services including personal care, health, exercise, and community experiences, you will enable your clients to live a quality life with dignity, respect, and social inclusion.

The Therapeutic Support Leader completes the tasks of a Therapeutic Support Officer but differs from a Unit Supervisor by undertaking leadership/ management tasks as directed. These takes include management of a staff in lieu of a unit manager being absent, scheduling appointments and meetings, facilitating community access for the unit. The Therapeutic Support Leader implements community based inclusive activities which are based on individual resident’s needs. This role also ensures ongoing best practise in the provision of services to people with disabilities through coaching & mentoring processes. Supporting Unit Supervisor during their shifts, a Therapeutic Support Leader supervises staff, attends of care team meeting, communicates with key stake holders and ensures workplace safety is adhered to and provides support and supervision to individuals and the team.

## Department of Families, Fairness and Housing

The Department of Families, Fairness and Housing has a dedicated focus on the community wellbeing and the social recovery of Victoria.  The Department is working to deliver important work started before the pandemic, while building on opportunities it has presented to lead bold and innovative reform. We work to create equal opportunities for all Victorians to live safe, respected and valued lives. We lead policies and services dedicated to community wellbeing by empowering communities to build a fairer and safer Victoria. The Department includes Child Protection, Prevention of Family Violence, Family Safety Victoria, Homes Victoria, Housing and Disability and Seniors and Carers. The Department is also responsible for the key portfolios of Multicultural Affairs, LGBTIQA+ communities, Equality, Veterans and of offices of Women and Youth, enhancing the alignment with policy areas and portfolios focusing on the recovery and growth of our diverse communities. The Department also supports Victorian Disability Workers Commission and Respect Victoria. We are building an inclusive workplace that embraces diversity and difference. All jobs can be worked flexibly, and we actively encourage job applications from Aboriginal and Torres Strait Islander people, people living with disability, LGBTIQA+, veterans and people from varied cultural backgrounds.

**Forensic Disability Services**

Forensic Disability Services within the Department of Families, Fairness and Housing operates under the *Disability Act 2006* and supports people with cognitive disability involved in the criminal justice system, who require specialist support and adapted intervention to address criminogenic needs.

The program operates alongside the broader justice and disability service system and other mainstream services, to address disability specific factors contributing to a person’s risk of offending.

The primary objective of forensic disability services is:

* enhance community safety by reducing the risk of reoffending among clients.
* foster clients’ independent living and enable them to achieve personal goals by improving their adaptive functioning skills and quality of life.

The services that make up the Forensic Disability Program are:

* Forensic Disability Statewide Access Services
* Disability Justice Coordination
* Forensic Residential Services
* Forensic Disability Clinical Services
* Youth Forensic Disability Clinical Services

## Forensic Residential Services (FRS)

Forensic Residential Services operate under Forensic Disability Services and are responsible for providing accommodation to those with an intellectual disability engaged in the criminal justice system.

Forensic Residential Services operates the only two disability Residential Treatment Facilities (RTF) in Victoria; RTF Fairfield and RTF Bundoora. Section 151(3) of the Disability Act 2006 states that the purpose of a residential treatment facility is ‘to provide compulsory treatment to persons with an intellectual disability admitted to the residential treatment facility’.

Kookaburra House is a specialist disability accommodation in the community to individuals to assist them in gradually reintegrating into the community. Kookaburra House is supported by the broader Forensic Residential Services program and provides highly structured and supervised support to residents to assist them in continuing to work towards treatment goals and practice relapse intervention strategies.

Disability Interim Justice Accommodation Service (DIJAS) are two short term accommodation services aimed to support forensic disability clients on bail and are incorporated under the same operational management at Forensic Residential Services.

# Key accountabilities

**Accountabilities**

**Operating at DDSO-2A level, you will:**

1. Provide practice support and supervision to other team members.
2. Manage the daily routines, scheduling of appointments, community access for residents and ensure all team members are aware of their tasks for the day,
3. Advocate for people with a disability to improve client outcomes.
4. Implement a range of client support plans, including behaviour support plans.
5. Plan and develop programs according to client needs within the identified life areas to develop independent living skill and promote autonomy.
6. Model best practice and support colleagues and, where applicable, community-based direct support staff to understand policies and practice standards in managing complex clients.
7. Directly support client wellbeing, including support with daily household activities, preparation and assistance with meals, personal care, and social, recreational and community experiences that enhance quality of life, based on support plan goals.
8. Use initiative to identify areas of service improvement relating to client needs.
9. Liaise with a range of external agencies including police, court, and justice system.
10. Work, with access to supervision, in a range of organisational relationships as a senior member of a direct support team in a service with more complex support requirements.
11. Exercise discretion in decisions under general guidance from a supervisor and within specified polices and standards and be professionally accountable for these decisions.
12. Interpret established protocols and procedures to inform decision making.
13. Identify risks to clients, colleagues, community, and self and intervene to minimise risks that might compromise health, safety, and wellbeing.
14. Under general direction, undertake more complex direct care functions or contribute to the design and implementation of a range of plans where appropriate.
15. Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.
16. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
17. Manage and assist as part of a team incidents related to challenging behaviours and implementing behaviour support strategies and positive behaviour support plans according to legislative requirements
18. Provide information for service administration and reports and ensure records (such as accounts) are accurate and up to date.
19. Contribute to staff team planning, service functioning and planning, work process improvements, day to day administration.
20. Convey information, to clients and their families, and other people in the lives of clients.
21. Identify areas of improvement regarding client need and unit matters.
22. Develop options for improving work processes and raise with supervisor.
23. Contribute to the development and maintenance of support plans.
24. Administer medication treatments and therapies or seek appropriate medical assistance according to prescribed protocols.
25. Demonstrate how the actions and outcomes of this role and work unit impact clients and the department’s ability to deliver, or facilitate the delivery of, effective support and services.

# Selection criteria

**Knowledge and skills**

* Verbal Communication: clearly explains information and listens to feedback; speaks clearly and concisely and keeps people interested when speaking; uses polite and considerate manner when dealing with others.
* Planning and Organising: regularly plans and tracks progress on work tasks; taken an organised, methodical approach to work; addresses priority tasks first.
* Stakeholder management: responds to client’s needs; keeps client or stakeholder up to date with issues and developments; promptly follows through on inquiries, requests, and complaints; takes responsibility for correcting problems promptly and without becoming defensive.
* Self-management: accepts responsibilities for own actions; focuses on the most important goals; has a realistic and balanced view of own strengths and weaknesses; recognises own feelings and personal prejudices and understands why they occur.

**Personal qualities**

* Flexibility: Adaptable and able to accept changed priorities without undue discomfort. Open to new ideas and able to recognise the merits of different options and act accordingly.
* Resilience: Persevere to achieve goals even in the face of challenge and complexity, cope effectively with disappointments and setbacks, remain calm and in control under pressure, able to consider constructive feedback in a rational manner without becoming defensive or blaming.
* Relationship Building: Able to establish and maintain relationships with people at all levels, promote harmony and consensus through diplomatic handling of disagreements, and forge useful partnerships with people across service areas, functions, and organisations. Through consistent actions, values, and communication you minimise surprises and build trust in the people that you work with.
* Teamwork: cooperates and works well with others in pursuit of team goals, collaborates, and shares information, shows consideration, concern and respect for other feelings and ideas, accommodates, and works well with the different working styles of others, encourages resolution of conflict within the group.

**Qualifications**

* Requires an Advanced Diploma Disability Work, Bachelor of Applied Science (Disability), Bachelor of criminology or other tertiary qualifications recognised within departmental guidelines as being equivalent. A copy must be provided with your application.
* Registered or eligibility to be registered as a division 1 nurse or other qualification recognised within departmental guidelines as being equivalent.
* Experience within the Mental Health Field or Psychiatric Services (preferred but not required)
* Current Level 2 First Aid Certificate.

**Specialist expertise**

* Knowledge of the Victorian Criminal Justice System and the Disability Act 2006 in particular as pertaining to restrictive practice and compulsory treatment. An understanding of the broader legislative context and experience in working within a legislative framework.
* Demonstrated knowledge of and experience in basic counselling skills, behaviour modification approaches, cognitive behavioural approaches, relapse prevention strategies and experience in the facilitation of groups.

# Values and behaviours

The Department of Families, Fairness and Housing employees are required to demonstrate commitment to:

**The public sector values and behaviours** – responsiveness, integrity, impartiality, accountability, respect, leadership and human rights.

**Recordkeeping** – The department is committed to good record keeping and requires all staff to routinely create and keep full and accurate records of their work-related activities, transactions and decisions, using authorised systems.

**Diversity** – The department values an inclusive workplace that embraces diversity and strongly encourages applications from Aboriginal people, people with disability, people from the LGBTQI+ community, and people from culturally diverse backgrounds.

# Important information

The salary range for this position is set out in Schedule C of the *Victorian Public Service Enterprise Agreement* 2020. For further information refer to [Department of Treasury and Finance](https://www.dtf.vic.gov.au/home) <https://www.dtf.vic.gov.au/home>).

Department policy stipules that salary upon commencement is paid at the base of the salary range for the relevant grade. An executive delegate must approve any above base requests. These will be by exception only or where required to match the current salary of a Victorian Public Service staff transferring at-level.

Individuals who have received a Voluntary Departure Package from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of three calendar years from the date of separation.

Individuals who have received an Early Retirement Package (ERP) from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of 12 months from the date of separation.

The department is a key emergency management partner and contributes significantly to Victoria’s emergency management arrangements. As part of a whole-of-government agreement, employees may be required to undertake training in emergency management and support functions during an emergency and may be redeployed to facilitate this need.

The department provides and maintains a safe working environment that does not risk the health of its employees.

# Pre-employment checks

All appointments require reference checks, national criminal records checks and pre-employment misconduct screening. Some positions also require a Working with Children Check and screening through the Disability Worker Screening List.

Applicants who have lived overseas in one country for 12 months or longer in the last ten years must provide an international police check from the relevant overseas police agency. Applicants can obtain a check through an organisation providing international police checks via an internet search.

Pre-employment checks may include checking whether an applicant’s name is on the Disability Worker Screening List. This incorporates:

* the Disability Worker Exclusion List which includes names of persons unsuitable for employment as a disability support worker in a disability residential service provided, funded or registered by the Department of Families, Fairness and Housing.
* the National Disability Insurance Scheme Quality and Safeguards Commission which has compliance and enforcement actions, including banning orders
* the Victorian Disability Worker Commission prohibition orders.

# COVID-19 Vaccination

The department strongly recommends (but does not mandate) that employees maintain their COVID-19 vaccination status in accordance with current [**ATAGI (Australian Technical Advisory Group on Immunisation) advice**](https://urldefense.com/v3/__https:/dffhinternalcomms.cmail20.com/t/y-l-pykfdk-idikkrlhur-y/__;!!C5rN6bSF!H6CXxDfLBvqg9rEgbXDpYWA3WTHZn2OnDJhKeq0kxH-ACrRChd8KszaSeb1LyWwAcRzC24ygBFEglV9-MxD2nlA3BC5C4uEEwWgG6qpjPw$), given their individual circumstances. As of June 2023, DFFH does not require evidence of COVID-19 vaccination status.

# Further information

For enquiries regarding the position please phone the contact on the position description. If you experience difficulties in applying online, please contact Workforce Services via email at [COPLWorkforceServices@dffh.vic.gov.au](mailto:COPLWorkforceServices@dffh.vic.gov.au)

DFFH values the contribution of all employees and fair and equitable treatment of all people is integral to all activities. As such, the DFFH offers reasonable adjustments for applicants with disabilities on request at [aboriginaldiversityinclusion@dffh.vic.gov.au](mailto:aboriginaldiversityinclusion@dffh.vic.gov.au)

For further information visit [‘About the Department’ on Department of Families, Fairness and Housing’](https://www.dffh.vic.gov.au/about) <www.dffh.vic.gov.au/about>.

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