

BEROS Overnight Support Worker

Thank you for your interest in the position of Overnight Support worker with the BEROS team. We invite applications from experienced and emerging practitioners who enjoy direct practice with young people. BEROS is seeking 4 highly skilled Overnight Support Workers to provide support to young people (12-18years) in the care of child safety who are accessing BEROS houses for emergency accommodation.

There are currently overnight support work positions available at 3 BEROS sites: Wavell Heights, Petrie, Sippy Downs. This role is perfect for social work or human services students or those studying in the youth sector.

Aboriginal and Torres Strait Islander practitioners are encouraged to apply.

This is a casual position, with options to convert to Part-Time after 12 months of consistent shifts and successful performance review. Remuneration is at a SCHADS Level 3 (Social and Community Services Pay Scales). The SCHADS award can be accessed here:

https://www.fwc.gov.au/documents/documents/modern_awards/award/ma000100/default.htm

To determine if this role is the right fit for you, please find within this application kit the following documentation:

- Position Description (BEROS Overnight Support Worker)
- BEROS Practice Principles
- Trauma, Vicarious Trauma, Burnout and Self Care Policy and Procedure.

To apply for the position of BEROS Overnight Support Worker please submit the following documents:

1. Curriculum Vitae (Please include which BEROS location you are applying to (Wavell Heights, Petrie, Sippy Downs), and contact details of 2-3 referees who can comment on your work)
2. Cover letter (maximum of five pages) answering the questions below. Please include examples to illustrate your practice when responding to the questions below. Applications with no response to the questions below will NOT be considered.

Questions to respond to in your cover letter:

1. What is it about the BEROS Overnight Support worker role that interests you, and how many shifts per week are you able to commit to?
2. How do you maintain Unconditional Positive Regard for young people, when their behaviours challenge you?
3. What are 4 key skills and values that you possess that you apply to working alongside young people?
4. What is your understanding of how to effectively work with young people who have experienced trauma?
5. How do you respond to crisis and escalated behaviours displayed by young people in times of stress?
6. What is your approach to working with diverse communities including Aboriginal and Torres Strait Islanders, Culturally and Linguistically Diverse people and LGBTIQAP+ young people, families, services, and communities.

Please forward applications in writing to reception@communityliving.org.au. Should you wish to enquire further about this position or have any questions about what it is like to work for BEROS or Community Living Association, we welcome your phone call! Please contact BEROS Team Leader: Toni Sumner on 0447 385 199.

BEROS Overnight Support Worker

Role Description

BEROS is a partnership between Community Living Association (CLA) and Micah Projects Inc to provide outreach and emergency accommodation to young people 12 - 18 years of age, who are in the care of the Department of Child Safety, and are identified as self-placing (which may include sleeping rough) in the Brisbane, Moreton Bay and Sunshine Coast regions. The BEROS service support young people to build community connections, increase safety and sense of stability, and address their immediate needs such as accommodation, access to resources and safe caring relationships. BEROS also support young people to identify and work toward their goals at their own pace, such as engaging in education or employment, maintaining positive peer relationships, enhancing family and cultural relationships, and preparing for their transition to adulthood.

BEROS operates as a 24/7 service in 3 locations:

- Monday to Friday (9am-5pm) BEROS Case Management
- Monday- Sunday (6pm-midnight) BEROS Street to Home
- **Monday - Sunday (5pm-9am) BEROS Overnight support**

Overnight shifts include being present for 'at house' shifts from 5pm-9am with an 8-hour sleepover included, or being rostered for 'on call' shifts, requiring you to come in, only if young people require accommodation.

BEROS houses each have the capacity to accommodate up to 2 young people at a time, with 1 worker. Overnight workers work alone, but there are opportunities to go on outreaches with other overnight workers or the Street to Home workers, when the house is unoccupied.

The BEROS houses have a separate room for overnight workers with a double bed, storage, and safe to store personal belongings. The BEROS Case Management team provide an overnight on-call service for advice and support which operates every night.

Overnight Support work includes:

- Liaising with BEROS Case Managers and Street to Home teams, as well as Child Safety After Hours and other significant stakeholders to ensure the safety and well-being of young people.
- Meaningful engagement with young people while accessing accommodation.
- Capacity building activities: such as cooking, cleaning, communicating, and problem solving.
- Harm reduction/safety planning/de-escalating with young people in distress.
- Using a trauma informed practice approach
- Administration: team wide emails, completing case notes, critical incident reports, and data entry
- Cleaning duties in the BEROS house/office and cars
- Additional duties as directed by Team Leader

- Work as part of the BEROS team (under the CLA principles and policies)
- Attendance at 8 weekly team meetings, 6 weekly supervision, and ongoing professional development opportunities

Characteristics of the Overnight Support Worker

The Overnight Support Worker will:

- Exercise initiative in developing rapport with young people including undertaking risk assessments, safety planning, and engaging in capacity building activities.
- Respond respectfully to young people with complex needs.
- Use discipline skills and knowledge to work with people engaged in multiple and complex systems, e.g. NDIS, Child Safety, Youth Justice/Criminal Justice, Housing, Centrelink, Health, Mental Health.
- Communicate, and collaborate effectively with internal and external stakeholders to meet the needs of young people in care.
- Engage in critical reflection to develop practice and practice responses to enhance outcomes for young people.
- Work both autonomously and in collaboration with the BEROS Team and external stakeholders.

Responsibilities

- Apply CLA's Practice Framework, BEROS' Practice Framework, and CLA's Policies and Procedures in the work, to ensure best practice and to 'champion' the rights, needs and hopes of the young people we work with, and contribute to their development and transition from care.
- Engage in crisis intervention using trauma-informed practice skills, including de-escalation, harm reduction, risk assessments and safety planning.
- Utilise communication systems within the organisation to ensure continuity of support is provided.
- Respectfully and actively participate in regular and ongoing supervision, reflective practice through team meetings, staff development activities, and contribute to a positive work environment.
- Work as a member of the BEROS team, including providing back-up support and/or assistance to other team members as required.

Requirements

- Tertiary qualification in social work, human services are not required, but those currently studying in the sector are preferred.
- Knowledge and/or experience in developmental practice and working with people with complex support needs.
- Understanding and skills in Relational Practice, Harm reduction, Trauma-Informed Practice, Crisis Intervention and Capacity Building Framework.
- A commitment to social justice and Human rights.
- Sound knowledge and skills in working with people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islanders, and the LGBTIQ community.
- Driver's License
- Blue Card "Working with Children Check"
- COVID 19 vaccination as per CLA Policy (2 vaccinations and 1 booster)

Accountability

- Overnight support workers are accountable to the Senior Case Manager and BEROS Team Leader.
- They are required to follow CLA's Policy and Procedures and statutory requirements.
- In accordance with the Staff Supervision and Staff Development Policy, regular supervision will occur with the Senior Case Manager on an 8 weekly basis.
- Workers will be supported with opportunities for ongoing professional development.

BEROS Practice Principles

Listed here are the key ideas and themes that inform our approach to working alongside young people with complex support needs.

Relationship	Relationship building is a fundamental element of BEROS practice. The cohort of young people we work with, have often had negative experiences of service intervention, and lack trust in workers. BEROS invest time and resources into building trust and developing a professional relationship. Our approach to relationship building is trauma informed and considers young people's attachment styles. Furthermore, it is flexible and changes for each individual young person. Time spent building relationship with a young person could include scheduling in activity days, catch ups over food, outreach to the young person's safe space, engaging with other important people in the young person's life, and getting to know the young person's interests rather than their background or history in care.
Voluntary Cooperation	Working from a principle of voluntary cooperation, BEROS understands that for young people who may be experiencing crisis, it can be difficult to keep a service at the forefront of their mind. BEROS maintains a consistent and persistent effort to engage with them. As a service, BEROS does this by maintaining a non-judgmental and guilt free open door, which allows young people to engage or connect with workers when they are ready to do so. BEROS understand that lives are complex and at times young people might not have the time or space to engage with a service. Sometimes BEROS hangs around in the background for several months but is in contact regularly to encourage 'relationship building' activities – even if that means going for a drive and getting a feed.
Confidentiality Across Systems	BEROS workers build trust and rapport with young people by maintaining their privacy and confidentiality. Young people in the Child Safety system are often familiar with the note taking and report writing processes that Child Safety Officers, placement workers and stakeholders adhere to. In most cases young people have an assumed knowledge that their information is openly shared between stakeholders. This has been most evident by the reaction and feedback from young people when we explain our position on confidentiality. Young people have been brought to tears by the notion that BEROS do not receive their file when we take their referral. Instead, BEROS workers want to meet young people 'where they are at' and get to know them for the person they are today. The information they choose to share with us is at their discretion and will remain within our service.

<p>Transparent Practice</p>	<p>BEROS aim to be transparent in our practice from the moment a young person is referred to the service. Workers start this conversation with our initial induction and maintain open and honest communication throughout our working relationship. Workers explain the voluntary nature of our service and our privacy and confidentiality policy. We note that this is not a once off conversation and guarantee that we will continue to talk to young people about how they would like us to engage with the systems around them.</p>
<p>Young Person Takes the Lead on Change</p>	<p>Through trust and transparency built with a young person, BEROS can have open conversations with young people about what they want and where they are at. BEROS do not hold the position of 'expert' in the work. Instead, we encourage self-determination in the young person. While we maintain a future focus, BEROS acknowledges that change does not always have measurable outcomes. For young people with complex support needs, 'change' can be engaging in harm-minimisation strategies or accessing services to ensure their basic needs are met. Whatever their goal may be on any given day, BEROS work alongside young people to meet their needs and are always there to celebrate their successes.</p>
<p>Work with the Young Person's Reality</p>	<p>As a team BEROS commits to physically and emotionally meeting a young person where they are at. Through the therapeutic alliance BEROS workers can provide a level of attunement that allows a young person to feel valued and emotionally safe. This means working within the young person's current reality and understanding of truth. Rather than challenging their perception of what may be occurring, BEROS sit with and acknowledge the young persons lived experience. When we sit with this reality, we can validate their experience and assist them to emotionally regulate.</p>
<p>Unconditional Positive Regard</p>	<p>Unconditional positive regard is a term coined by Carl Rogers and is an integral part of his client-centred approach. This does not mean that we must like each of the persons choices, but that we accept who they are at a level deeper than surface behaviour. When discussing this cohort of young people and the complexities in their lives, we often hear young people being labelled by the choices they have made or by some the behaviours they exhibit. Young people are very aware of how they have been labelled and how they are viewed by the adults in their life, or society in general. Unconditional Positive Regard asks us to challenge this stigma and respect the young person as a human being with their own free will, operating under the assumption that they are doing the best they can.</p>
<p>Sitting with Risk</p>	<p>BEROS workers often hold a lot of knowledge about a young person's self-placing arrangement and must be comfortable sitting with the risks associated with it. When assessing risk, BEROS consider the young person's current context, which is informed by our relationship with them. BEROS workers make assessments about how much information is shared with Child Safety and discuss this openly with the young person. When safety planning alongside a young person, BEROS workers acknowledge the limits to confidentiality and discuss situations where we may need to disclose information to Child Safety and broader support networks. For example, when a young person is at immediate risk of harm to themselves or others.</p>

Community Living Association

POLICY AND PROCEDURES

Trauma, Vicarious Trauma, Burnout, and Self-Care

PREAMBLE

Work in community services and at CLA can be stressful and tiring as well as fulfilling and rewarding. The work at CLA can also involve working with people who have experienced trauma and may be experiencing trauma on a continuing basis. Work at CLA can also at times include involvement in situations where workers (paid staff) and volunteers may feel personally threatened. This happens rarely but can happen.

CLA identifies this potential not as a way of deterring people from working in the organisation but as a reality which people should be prepared for.

We encourage prospective workers, including students at CLA to reflect on their personal history of trauma and whether a) this might prevent them applying for a job at CLA or b) whether it is something they consider in their self-care plans. Prospective workers are encouraged to reflect on how they will plan for an appropriate work/life balance, monitor their sleep and self-care plans; if you are successful in being offered a position at CLA we will support you to reflect on these matters.

POLICY

CLA recognises the potential for burnout, vicarious trauma and trauma impacts of this work and will work with its workers to maintain appropriate self-care.

PROCEDURE

- Applicants for work at CLA will receive a copy of this policy and procedure as part of the Application Pack – included in Recruitment Checklist.
- Interview processes will include questions related to potential for exposure to vicarious trauma and trauma.
- This policy will be included in Induction Checklist.
- Supervision will include checking with workers on self-care plans and strategies. This will be written into every supervision agreement. (See Supervision Agreement).
- Workers are encouraged to consult resource material on burnout/vicarious trauma and trauma/self-care and sleep hygiene. (See Related Documents).
- Team Leaders and workers are reminded that if there are concerns about worker safety then safety plans need to be established. (See Section 2.4.12 Outreach Worker Safety Policy).
- It is not an expression of personal failure for workers to experience fatigue, apprehension or distress. It can be a natural reaction to stresses on the job. We encourage workers to be open about these feelings with their supervisor.

- Where workers are experiencing negative impact due to the work, team leaders will engage with them around remedial actions. These may include: self-care plans, safety plans, counselling, critical incident responses, disengagement from certain situations.