



# **Wiltja Residential Program**

## **PERFORMANCE MANAGEMENT**

# **SUMMARY BOOKLET**

**Name:** \_\_\_\_\_

## 1 YOUTH WORKER PRACTICE

The Youth-Worker will be responsible for supervising and providing a safe and secure, away from home environment for Anangu secondary students participating in the Wiltja Residential Program. Also responsible for the identification of health issues and supporting the emotional welfare of Aboriginal adolescent male and females.

Key Areas	Indicators (Examples)
a. Contribute to care and supervision of students	Duty of Care Anticipating, observing needs of students Anticipating problems and tensions areas Being where the students are Organising yourself to be able to respond immediately Knowing when to act
b. Contribute to student health care, hygiene and emotional well being	Student screening Student Health reports Communicating to other staff Responding to needs of student Administering medication or first aid treatment Recording Following up
c. Demonstrating positive role modelling	Modelling responsibility Modelling managing feelings Modelling good communication Modelling respectful communication Giving of information Anticipates needs of the student by demonstrating a sense of standards living together
d. Ability to address student conflict and complaints with due regard to confidentiality	Observing & early intervention Communicating with other staff and management Questioning & following up Meetings with student/s and staff to resolve issues Continually monitoring behaviour Issue, deliver & follow through consequences appropriate to behaviour Recording factual information Debriefing and planning strategies with staff
e. Contribute to development and maintenance of a supportive, safe and secure setting for students in the Program	Good supervision Pro-active in preventing or stopping irresponsible behaviour Removal of items that can be used as a weapon or that may cause serious damage Assists students who are sick, hurt or in distress Promptly removing any spillage etc, damaged property Remaining calm and firm Flexibility
f. Ability to be culturally sensitive	Knowledge of Anangu culture Responding to cultural differences Respecting differences whilst building confidence in students in Adelaide living Tolerance, patience and understanding

g. Contributes to the effective running of the Wiltja Residential Program	Clear Communication – giving and receiving of info Pro-active planning with team Punctual Following all daily procedures Completes all tasks Completes all reports Anticipates needs of others Participates pro-actively in team meetings
h. Communication: individually, students, team school, parents, lands, communities, organisations and etc	Clear and accurate information via line management Inclusive language Objective Assertive Active Listening skills Culturally sensitive Use different types of questioning Provides thinking time
<b>2 TEAM WORK</b>	
<b>The Youth-Worker will work cooperatively with all members and ensure a positive and professional work environment.</b>	
<b>Key Areas</b>	<b>Indicators</b>
a. Ability to facilitate effective teamwork	Professional Common goals Supportive Pro-active in organising together Aware of roles in team Good listening skills Sharing of ideas Clarity Utilising different strengths and abilities of team Debriefing and Reflection
b. Ability to work independently	Anticipates others needs (contributing, coordination) Reliable - complete tasks and following through Methodical Supportive Responsible
c. Ability to constructively manage conflict	Aware of Grievance Procedure 1 on 1 communication Aware of both sides Appropriate language – verbal and body Reflective Ability to see a problem Seek help T Co-ord/A Manager/Manager
d. Contribute to support or carry out the designated Team Coordinator role	Values individuals Supportive with team focus Pro active Competent Flexible Consistent Professional Objective

e. Contribute to and support the Recreation Program and Recreation Team	Pro-active planning with Recreation team Supportive Active participation with students Design learning activities to enable the achievement of identified objectives eg life skills, enhance talents Actively encourage students to participate in activities Constructive feedback and evaluation Well organised for events
f. Sustains professional working relationships with colleagues	Code of Conduct – DECS Displays courtesy and respect to all staff. Takes steps to avoid causing inconvenience to others. Demonstrates flexibility. Uses initiative Develops trust Values differences Collaborative Punctual and prepared for all meetings

### 3 RELATIONSHIPS (STUDENTS)

**The strength of relationships dictates the quality of the Youth Worker. Relationships determine how successful the Youth Worker will be in developing and maintaining a safe and secure, away from home environment for Anangu secondary students in their health, emotional well being and learning outcomes.**

Criteria	Indicators
a. Develops positive relationships with students	Duty of Care Approachable and respectful. Displays interest and concern for students in appropriate manner. Displays patience and empathy. Is sensitive to the preferred communication patterns of individuals and groups. Supportive of all staff in front of students Avoids and diverts destructive criticism, embarrassing or demeaning/shaming comments or name-calling. Values differences Cross Cultural communication awareness Involve students in decision making and shares various options for decisions Encourages and reinforces effort and responsibility Consistent Clear boundaries & Expectations
b. Fosters positive relationships between students.	Duty of Care Train students in negotiation skills Train students in conflict resolution and community Teaches students appropriate peer communication Help students make good choices together Negotiate tasks and processes with students Develop trust Values gender and cultural backgrounds of students Affirms positive behaviour

<p>c. Communicates and interacts effectively with parents / care givers/ school etc</p>	<p>Clear and accurate information via line management  Records information in correct files  Confidentiality  Inclusive language  Active Listening skills  Culturally sensitive  Empathetic  Objective  Assertive  Use different types of questioning  Provides thinking time</p>
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**4 ASSESSMENT AND RECORDING**

**The Youth Worker should assess, record and report student achievement and performance to encourage and assist positive learning and accurate records for student's files.**

<b>Criteria</b>	<b>Indicators (Examples)</b>
<p>a. Systematically and comprehensively assesses student achievement and performance</p>	<p>Discuss student with all team toward consistent approach for change  Within the term planning monitors and records student progress  Assesses recreation activities of students for progress record  Communicates with all relevant staff of student achievements  Regularly confers with school teachers re student learning  Student Behaviour monitoring sheets assessed and discussed regularly  Progress chart</p>
<p>b. Maintains accurate and comprehensive records of students achievement and performance.</p>	<p>Completes accurate record of recreation activities for progress record  SBR &amp; OBS's  Student Behaviour monitoring sheets</p>
<p>c. Provides students with meaningful reports on achievements and behaviour .</p>	<p>1 on 1 or group counselling/feedback  Appropriate recognition of growth areas  Acknowledgement of positive behaviour and good choices.  Appropriate consequences  Positive model</p>
<p>d. Provides parents / care givers meaningful reports on students achievements and behaviour</p>	<p>Provides parent/care givers with accurate details about behaviour life at Wiltja, health etc. via line management.  Communicates 1 on 1 with parents when visits from lands  Visits to Lands for PR purposes</p>
<p>e. Fulfils residence assessment requirements</p>	<p>Ability to change behaviour  Ability to adapt and follow Wiltja ways  Ability to make good choices  Using own initiative to take responsibility  Good modelling to students</p>

**5 ADMINISTRATION AND PLANNING**

**The Youth Worker ensures that all daily procedures are followed and all reporting and communication ensures the effective running of the Wiltja Residential Program. The Youth Worker participates in the planning and implementation of programs that encourage learning and independent living skills**

<b>Key Areas</b>	<b>Indicators (Examples)</b>
a. Contributes to and ensures that all official Program systems and daily procedures are followed.	Follows Operational Procedures Participates actively in handovers Ensures Work-lists are filled in and signed off SBR, SHR, OBS filled in promptly Log book is read at beginning of each shift Daily Task Sheet is read at beginning of each shift Confidentiality is maintained Duty of Care is observed at all times Critical Incidents reported and recorded
b. Participate in planning and implementing programs that encourage education, work, recreation and independent living skills	Assessing needs of students Requests from students Continually reviewing resources available Examples: Cooking, life skills, budgeting, shopping, board games, sewing, art, sex education, Drugs, Health & hygiene Motivating students Ensuring students to take responsibility for themselves
c. Contribute to student health care by planning and developing health programs through liaison with relevant health organizations via Health Co-ordinator and Recreation Officers	Knowledge of students individual & group needs Observing Physical needs or ailments Ensuring training of Dental Care STI Checks General Hygiene practices Universal Precaution used
d. Monitors, reviews and responds to the effectiveness of learning programs.	Records, Reviews, Evaluates Asks for Feedback Plans for future learning on basis of above

## 6 BEHAVIOUR MANAGEMENT

**The Youth Worker will contribute to a harmonious social environment by addressing student conflict and complaints promptly with due regard for confidentiality.**

<b>Key Areas</b>	<b>Indicators</b>
a. Accepts responsibility for student discipline.	Follows an appropriate behavioural discipline plan outlining expectations and consequences consistent with residential procedures. Makes all reasonable effort to manage the behaviour of students effectively. Encourages student self discipline. Identifies factors contributing to prolonged, repeated or severely irresponsible behaviour and seeks solutions. Seek or uses support from within or outside the residence in achieving effective discipline
b. Establishes explicit expectations for behaviour conducive to learning.	Provides a clear statement of expected behaviour Negotiates expectations. Follows through till result achieved
c. Consistently maintains behavioural expectations	Continually monitors student behaviour. Takes prompt action to prevent or minimise irresponsible behaviour. Reasserts expectations when implementing consequences
d. Responds appropriately to responsible students behaviour.	Uses a behaviour management approach, which emphasises positive consequences and focuses on improvement to encourage responsible behaviour. Provides positive feedback, which takes into account the different needs of individuals and groups of students

e. Applies effective sanctions to students who interfere with the safe, secure environment of the residence.	Applies consequences promptly, fairly and consistently to students behaving irresponsibly. Delivers consequences in a calm but firm manner. Maintains self control. Follows up consequences. Avoids the use of inappropriate consequences. Records accurately and discusses progress with tea
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## 7 PROFESSIONAL RESPONSIBILITIES

**The Youth Worker will act in a professional manner at all times.**

Key Areas	Indicators
a. Adheres to departmental and policy and procedure, and relevant government legislation	Code of Conduct Operational Procedures Fulfil responsibilities in regard to OHS&W, EEO, Mandatory Notify Undertakes T&D as required
b. Contributes to the total resident programme	Is involved in the preparation and review of Residents policies, programmes and practices Participates actively and positively in meetings and decision making activities. Completes administrative tasks accurately and on time
c. Contributes to the development and maintenance of a safe and supportive environment.	Takes action to prevent or stop irresponsible behaviour observed. Appropriately assists students who are sick, hurt or in distress. Ensures all relevant information is passed on promptly Remove or report potential hazard
d. Carries out routine tasks and fulfils responsibilities.	Punctual at Handovers Ensure Worklists are followed, filled in and signed off Reads Log book Reads Daily Task Sheets and contributes to team management Check for Medical appointments Reads staff minutes
e. Strives to improve skills and performance.	Reviews own performance. Develops and attains goals relevant to residence and personal priorities. Invites feedback on performance and then acts on the advice. Undertakes further training, development and professional reading.