HCSA
COMMUNITY SERVICES

JOB DESCRIPTION

Programme Name	Dayspring RTC
Section	Residential
Reports to	Residential Manager

Job Title	Direct Care Woker
Job Category	Support/General Worker
Function	Social Work Associate

GENERAL SUMMARY

The Direct Care Worker is responsible for providing trauma- informed care, supervision, and management to DRTC residents at night

DUTIES AND RESPONSIBILITIES

Resident Care / Supervision / Management

1. Provide care and supervision at night according to residents' individual care plan
2. Provide health and medical assistance to residents at night
3. Manage residents' behaviour at night using the approved reward and discipline system
4. De-escalate and diffuse tension when residents dysregulate at night
5. Assist residents when they prepare to sleep at night and wake up in the morning for school

Shift Management

1. Complete bed checks and half-hourly rounds at night
2. Maintain order, safety, and cleanliness of the care environment at night
3. Respond to crisis situations and any unusual or challenging events at night
4. Prepare breakfast and ensure residents take their breakfast
5. Dispense residents' daily allowance and manage the petty cash for residents' pocket money

Documentation

1. Chart resident's behaviour and progress using the online Residential Record.
2. Maintain an updated record of all residential records and logbooks

3. Sync online records from eDataLogger tablets to OneDrive

4. Prepare incident reports when necessary

5. Perform daily handover to staff during shift change

Others

1. Assist other DRTC departments in their job description (i.e., education, logistics, general cleaning, and maintenance, transporting, etc.) as allowed by staffing ratios

2. Participate in special projects/programmes and committees

3. Perform additional duties as required by the nature of the position or as requested by Resident Manager/AD/HOH

QUALIFICATIONS

Education And Experience

1. Minimum GCE 'N' Level, or equivalent qualifications

2. With experience in working with youth at-risk

3. With basic processing and counselling skills

4. With knowledge of common issues and disorders that appears in trauma and abuse

Pre-Requisite

1. 21 years of age or older

2. Able to work with children and teenager girls

3. Agreeable to do permanent night shift

4. Good command of English

Other Requirements

1. Trained in Trauma Systems Therapy (TST) and Positive Behaviour Interventions and Support (PBIS)

2. Maintain a certification in CPI Safety Intervention™ Foundation and Advanced

3. Maintain a certification in CPR and First Aid

Characteristics

1. Good physical and mental health

2. Suitable emotional attributes and resilience

3. Positive attitude to life and work

4. Nurturing yet with clear, consistent, and firm boundaries

5. Good communication and interpersonal skills

SALARY

Salary range from $2039 to $3600. Salary commensurate with experience.

COMPETENCIES

Technical Skills Competencies

	TSC Name	TSC Description	TSC Proficiency Description
1	Mentoring for Youths	Provide guidance to youths to facilitate their holistic development	<Level 2> Support the implementation of appropriate mentoring approaches to help youths plan for their future
2	Youth Development	Apply the understanding of the development stages of youths in the context of youth work to develop strategies and approaches to safeguard and promote the best interests of youths	<Level 2> Apply knowledge of relevant youth development theories when working with youths
3	Care Assistance	Provide care, assistance, and training in Activities of Daily Living (ADLs)	<Level 1> Follow organisational policies, protocols, and procedures to provide care and assistance in Activities of Daily Living (ADLs)
4	Client Supervision	Provide supervision and oversight of clients	<Level 2> Provide supervision and oversight of clients to ensure their safety and overall well-being
5	Conflict Management	Build consensus and utilise knowledge of conflict management techniques to diffuse tensions and achieve resolutions effectively and maintain the best interests of the organisation	<Level 2> Address questions, understand what drives the behaviours of others in a conflict situation and assess own behaviour to minimise conflict occurrences
6	Intervention Implementation	Perform the appropriate interventions based on client's needs, conditions, and care plan	<Level 1> Support execution of relevant interventions, reporting and documentation activities based on clients' care plans

7	Support Service to Children and Youths	Provide support services to children and youths to ensure their overall well-being	\<Level 1\> Assist in the provision of support services
8	Caregiving	Provide quality caregiving to create a nurturing, caring and safe environment that supports children's learning and development	\<Level 2\> Apply appropriate caregiving approaches to children
9	Health, Safety and Nutrition	Understand health, safety, nutritional and hygiene standards, and procedures, and implement the appropriate course of action to protect and support children	\<Level 3\> Implement health, safety, nutritional and hygiene standards, and procedures, as well as the appropriate course of action for the protection of children
10	Stakeholder Management	Plan and implement strategies to build and manage constructive and positive relationships with stakeholders	\<Level 1\> Maintain relations with team members and/or clients
11	Emergency Response and Crisis Management	Develop and implement emergency response and crisis management plans and policies, provide guidance on policies, plan development	\<Level 2\> Participate and assist in execution of emergency response plans and crisis management programmes and suggest improvements to these plans
12	Resilience and Self-care	Understand the actions and activities that will enhance overall health and well-being to enable continued practice as a professional in the sector	\<Level 1\> Respond calmly to stress and seek guidance and support from one's supervisor on dealing with stress

Critical Core Skills

	CCS Name	CCS Description	CCS Proficiency Description
1	Problem Solving	Generate effective and efficient solutions to solve problems and capitalise on new opportunities	\<Intermediate\> Determine underlying causes of problems and collaborate with other stakeholders to implement and evaluate solutions
2	Creative Thinking	Adopt diverse perspectives in combining ideas or information and making connections between different fields to create different ideas, improvements, and solutions	\<Basic\> Connect ideas or information to propose and test ideas, improvements and solutions which challenge current

			assumptions or ways of working
3	Customer Orientation	Identify the needs of customers, both internal and external, to deliver an effective customer experience	<Basic> Demonstrate an understanding of customer needs or objectives to respond in a way which delivers an effective customer experience
4	Collaboration	Manage relationships and work collaboratively and effectively with others to achieve goals	<Intermediate> Build relationships and work effectively with internal and external stakeholders to create synergies in working towards shared goals
5	Communication	Convey and exchange thoughts, ideas, and information effectively through various mediums and approaches	<Intermediate> Tailor communication approaches to audience needs and determine suitable methods to convey and exchange information
6	Self-Management	Take ownership of managing one's personal effectiveness, personal brand, and holistic physical, mental, emotional, and social well-being	<Basic> Exercise self-awareness by monitoring own behaviours and ways of working in personal and professional capacities, and implement techniques for improvement