

	Position Title: Manager – Records, Find and Connect & Coordinated Support		Team: Open Place		Region: Open Place
	Supervisor: Senior Manager Open Place	Delegations and Authorities: In Line with Delegations Policy	Band: (A-F) D	Date Completed: 5 December 2016	

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS		ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>		<p>2003/04, the Senate Community Affairs References Committee held an inquiry known as <i>Children in Institutional Care</i>. As a result, the Forgotten Australians report was tabled in the Senate.</p> <p>Open Place, the Support Service for Victoria's 'Forgotten Australians', is auspiced by Berry Street. The service receives funding from Department of Health and Human Services (DHHS) and Department of Social Services (DSS).</p> <p>This service co-ordinates and provides direct assistance to address the needs and issues of people who grew up in care, helps people deal with the legacy of their childhood experiences and provides support to improve their health and wellbeing. Open Place is a statewide service providing outreach to regional and rural Victoria.</p>
OUR VALUES		PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>		<p>The primary objectives of the role are to:</p> <ul style="list-style-type: none"> • Provide management of and supervision to the Records, Find and Connect and Co-Ordinated Support teams • Lead the Records, Find and Connect team to ensure that accurate, responsive and accountable practice and administrative systems are in place to access Forgotten Australian childhood records and to assist Forgotten Australians in their search for personal and family records. • Lead the Co-Ordinated Support team to ensure that individualised coordinated care, support and outreach are provided to vulnerable Forgotten Australians.
		REPORTING RELATIONSHIPS
		<p>This role is based at our Open Place office in Richmond.</p> <p>This role reports to the Senior Manager, Open Place who will provide supervision and review. This role supervises six staff and oversees activities in the Drop In Centre, in Richmond..</p>

KEY SELECTION CRITERIA

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

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| <ul style="list-style-type: none"> • Demonstrated knowledge and/or experience in working with vulnerable adults who have grown up in institutional care and who have a range of complex family, health and social needs. • Demonstrated experience in the leadership, supervision and support of staff in a complex and challenging environment and the ability to nurture an inclusive, collaborative and safe team culture • Demonstrated commitment to working collaboratively and creatively with a range of agencies and services, including holders of records, primary health services, mental health services, AOD services, Department of Health & Human Services and homelessness services. | <ul style="list-style-type: none"> • Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety. • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies. • Excellent computer skills with the ability to develop systems to support data reporting & monitoring. • Excellent written and oral communication skills, including public speaking and management of meetings. |
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QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in social work, community development, welfare or a related social science, or demonstrated relevant experience, is mandatory.
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

- Demonstrated knowledge of State and Federal Privacy legislation.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITY
Service Delivery	<ul style="list-style-type: none"> • Ensure the environment and culture is respectful, honest and actively seeks and integrates service user input into all aspects of service delivery. • Ensure, in partnership with the Senior Manager, Manager of Administration and Manager of Counselling and Royal Commission support team, that Open Place provides an internally integrated and coordinated service response to all service users. • Manage, with support from Manager of Administration and Manager of Counselling and Royal Commission, the daily intake system. • Manage the Records team to ensure that the provision and release of records of time in care, held by record holding agencies, including DHHS, is undertaken collaboratively and in a client-focused, helpful and constructive manner. • Manage the Co-Ordinated Support team to ensure that individualised co-ordinated care, support and outreach are provided to vulnerable Forgotten Australians. • Manage, in conjunction with Manager of Administration, requests for co-ordinated support funding for a range of health and associated needs. • Work with the Manager of Administration to develop and implement a range of Open Place centre activities and programs. • Co-ordinate and facilitate Social and Support Groups as required. • In conjunction with the Senior Manager, establish annual service objectives and an annual work plan. • Some regional and rural outreach work will be required. This may require overnight stays.
Community/ Service Liaison	<ul style="list-style-type: none"> • In conjunction with the Senior Manager, establish and maintain protocols for referrals and communication to and from Open Place with necessary external services, including but not limited to holders of records, health, community services, Centrelink, housing, mental health, AOD. • Work closely with the community education co-ordinator to develop a community education program that can lead to service partnerships to better serve the needs of Forgotten Australians. • Ensure brokerage funding is appropriately targeted. • Maintain active links with a wide range of services utilised by Forgotten Australians and their families.

Staff and Volunteer Support	<ul style="list-style-type: none"> • Provide staff and any potential students with supervision, support and professional development in accordance with Berry Street Policies. • Approve staff time sheets and ensure leave and TIL is managed, via Preceda, in accordance with the Berry Street Enterprise Agreement and relevant Policies. • Role model Berry Street's Values.
Program Accountability	<ul style="list-style-type: none"> • In conjunction with the Senior Manager, introduce and implement practices, policies and procedures that ensure quality practice and program deliverables. • Ensure client data systems are up to date and accurate. • In conjunction with the Manager of Administration, ensure relevant and appropriate administrative procedures are adhered to. • In conjunction with the Senior Manager, assist in the management of the budget by monitoring expenditure, approving payments and preparing other submissions as required. • Ensure that all practices within the program are in accordance with relevant Berry Street policies and procedures, and Berry Street Values. • Provide monthly reports, including performance reporting, and other reports as required to the Senior Manager. • Represent the service at meetings and forums for individual clients, the program and the organisation. • Maintain accurate statistical data as required by Berry Street, DHS and DSS and ensure such data is made available according to reporting arrangements and as required. • Participate in regular team meetings and regular professional development opportunities. • Participate in regular and formal supervision with the Senior Manager.
Confidentiality and Privacy	<ul style="list-style-type: none"> • Maintain client confidentiality in accordance with Berry Street Policies and Procedures and Privacy legislation. • Ensure case recording of service user information is in line with Berry Street Policies and Procedures.
Advocacy and Communication	<ul style="list-style-type: none"> • Establish, maintain and nurture professional and constructive relationships with Forgotten Australians' advocacy and representative groups. • Develop, in conjunction with the Senior Manager, a communication strategy to ensure that other service systems (aged care, housing, mental health, AOD) are aware of the experience and needs of Forgotten Australians and respond appropriately. • Other duties as directed.

Other	<ul style="list-style-type: none"> • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.
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CONDITIONS OF EMPLOYMENT

1. This position is for 76 hours per fortnight. There is no paid overtime, but any extra hours worked will be accrued as Time-in-Lieu according to the Berry Street Victoria Enterprise Agreement.
2. You will initially be employed at our Open Place Office in Richmond. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the Berry Street Victoria Enterprise Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging is available to full-time and 0.8 staff to a maximum value of \$15,899 and a maximum value of \$12,000 to all other permanent part-time staff, in line with our Salary Packaging policy.
4. The base salary for this position is SCHADS Level 8 Pay Point 1 – Manager Level - \$79,955.19 per annum (pro-rata) under the Berry Street Victoria Enterprise Agreement. The value of the salary can be increased through salary packaging.
5. This position comes with full private use of a Berry Street vehicle.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identity and qualifications.
8. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
9. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes
10. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
11. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and Competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Daily
	Work office hours with the possibility of Extended hours.	Regularly
	Work in an open plan office.	Could be daily
	Work in buildings which may be two-storey.	Could be daily
	Sit at a computer or in meetings for extended Periods.	Daily
	Present at court and other jurisdictions.	Occasionally
People Contact	Liaise with government, non-government and community organisations.	Daily
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regularly
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regularly
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, writing reports, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regularly