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|  | Position Title: Case Support Worker | | Team: Case Management program- Residential Services | Region: Northern |
| | Supervisor: Team Leader – Residential Services | Delegations and Authorities: In Line with Delegations Policy | Band: (A-F) A | Date Completed: 13 December 2016 |

ORGANISATIONAL INFORMATION

| OUR VISION AND FOCUS | | ROLE CONTEXT |
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| <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>Berry Street's Residential Services offers accommodation, support and therapeutic care to children and young people who have been assessed as having needs best provided for within a residential setting. Short and long term care is provided for young people who cannot live safely at home</p> <p>The service works from a Best Interests Principles and Best Interests Case Practice Model framework; under the statutory requirements described in the Children, Youth and Families act 2005.</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 Case Support worker will support the case management team to provide a family sensitive and child focussed casework service to the children and adolescents who reside in Berry Street's residential care program. These young people present with highly complex needs arising from significant past trauma, including: mental health, physical health issues; Intellectual and physical disabilities behavioural issues; complex connection to natural family and family violence.</p> <p>The Case Support Worker will provide important administrative support that is flexible and responsive to the needs of these young people and the main funding body Department of Health and Human Services.</p> |
| | | REPORTING RELATIONSHIPS |
| | | <p>This role is based at our Eaglemont Office. It is part of the Case Management team within the broader Residential Services Program.</p> <p>This role reports to the Team Leader – Northern Residential Services who will provide supervision and review.</p> <p>This is a fixed term position until 30 June 2017.</p> |

KEY SELECTION CRITERIA

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

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| <ul style="list-style-type: none"> • Demonstrated ability to flexibly manage competing priorities and stressful situations, whilst maintaining a high level administration function. • Excellent written and oral communication and organisational skills including analytical skills, report writing, computer skills and the capacity for creative problem-solving and conflict resolution. • Exceptional interpersonal skills. • High level of computer literacy and the capacity to use a variety of software programs. • Exceptional skills in working within a team environment, as well as autonomously when required. • Ability to liaise with DHS, and other relevant government and non-government agencies. • Demonstratable understanding of confidentiality | <ul style="list-style-type: none"> • Experience in working with children and young people on Statutory Protective and Youth Justice Orders, and a sound knowledge of patterns of abuse, homelessness, trauma and attachment, disability and the impact of these on emotional and behavioural development would be highly beneficial. • Personal confidence, energy and enthusiasm and the desire to improve the life chances of children and young people entering and leaving residential care. • Demonstrated understanding of, and respect for, the needs of children with a disability; Aboriginal culture, including cultural safety and awareness; and cultural and linguistic diversity (CALD), including cultural safety for children from CALD backgrounds • Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety. • Ability to utilise self care strategies when appropriate. |
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QUALIFICATIONS AND OTHER REQUIREMENTS

- A Cert IV in Child, Youth & Family, Youth Work or other relevant field or currently undertaking study in a related discipline.
- Experience or special interest in the youth work or social work field.
- 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

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

| ACCOUNTABILITY | SPECIFIC RESPONSIBILITY |
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| Administration | <ul style="list-style-type: none"> • To attend and service care team meetings, take minutes and distribute after meetings along with any other relevant materials and to attend other meetings/events as and when required. • To open, edit and distribute all daily updates for young people to Case Managers for follow up. • Collate and update information into reports, referrals and plans of specified format. Input into relevant computer system and/or file where appropriate. • Process and/or oversee the processing of financial/business forms. Check, correct and maintain a variety of financial and other business records and documents including invoices, proposals and funding requests. • Establish, monitor and maintain filing systems ensuring hard and soft files are compliant with the assistance of Team Leader and Case Managers. • Obtain quotes for goods and services, including travel in accordance with financial procedures. • Establish and maintain computerised databases of relevant information as required by the team. • Assist the Team Leader with reporting and statistics. |
| Service Delivery | <ul style="list-style-type: none"> • To provide case work support to program staff to establish and maintain placements • Transport children to and from placement, appointments and school occasionally. • Liaise with other agencies including the Department of Health and Human Services at times in relation to administrative and case management related tasks of the team. • Complete and maintain data entry requirements with the various client information systems, including Looking After Children (LAC) records and CRISS. • To keep abreast of relevant theoretical, legislative and policy documentation. |
| Program Development | <ul style="list-style-type: none"> • Work together with broader Residential Care service and other professionals to deliver holistic care for children and young people based on an understanding of theories about trauma and attachment. • With the Team Leader ensure that processes and systems meet DHHS and Berry Street standards. |

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| | <ul style="list-style-type: none"> • With the Team Leader review and update policies and procedures as required and for the benefit of entire team. • Develop and maintain key relationships in DHHS to improve outcomes for clients. • Actively participate in reflective practice through team meetings, decision-making processes, supervision and staff development activities. |
| Other | <ul style="list-style-type: none"> • Provide reports to the Team Leader, Senior Manager and Regional Director as requested and in the agreed format. • To participate in supervision and organisational meetings as appropriate. • Participate in staff performance appraisal. • 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. Please refer to our code of conduct for further information • Other duties as directed. |

CONDITIONS OF EMPLOYMENT

1. This position is for 76 hours per fortnight. It is strongly preferred that these hours are worked over a 5 day working week. 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. Fixed term position until 30 June 2017.
3. You will initially be employed at Eaglemont. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
4. 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.
5. The base salary for this position is SCHADS Level 4 Pay Point 1 – \$57,620.16 under the Berry Street Victoria Enterprise Agreement. The value of the salary can be increased through salary packaging.
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 identify 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 |
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| Work Environment | Manage demanding and changing workloads and competing priorities | Daily |
| | Work in a team environment | Daily |
| | Work in different geographic locations | Regular |
| | Be exposed to all outdoor weather conditions | Occasional |
| | Work in unstructured environments (eg outreach) | Regular |
| | Work office hours with the possibility of extended hours. | Daily OR Regular OR Occasional |
| | Work in an open plan office | Regular |
| | Work in buildings which may be two-storey | Daily |
| | Sit at a computer or in meetings for extended periods | Daily |
| | Present at court and other jurisdictions | Regular |
| Manual Handling | Undertake manual handling (eg: lifting, moving, transferring, twisting, restraining, supporting) of clients | Occasional |
| | Undertake manual handling (eg: lifting, pulling, pushing, moving, transferring, digging, twisting, restraining, supporting) of equipment, which would be of varying weight and size | Occasional |
| People Contact | Work with clients who may have a physical or sensory disability | Occasional |
| | Liaise with government, non-government and community organisations | Regular |
| | 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 | Regular |
| | Interact with clients and members of the public who could display verbal or physically challenging behaviour | Regular |
| | Support and participate with clients in recreational activities (eg: gardening, ball games, swimming, walking, camping, hiking, trampolining, tennis, cricket) | Occasional |
| | Facilitate access to specialist, generic and community services | Regular |

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| | Assist with personal and self-care activities such as toileting, meals, dressing and maintenance of personal hygiene | Occasional |
| | Undertake supervisory, recruitment, training and professional development activities | Daily |
| Administrative Tasks | Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data | Daily |
| | Undertake intensive administrative tasks, which include computer work, report writing (eg financial reports), participating in meetings and concentrating for long periods of time | 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 | Regular |
| | Use public transport including trains, buses, trams and taxis | Occasional |
| | Drive vehicles with possible distractions from client behaviour, verbal or physical | Occasional |
| General Tasks | Undertake general household duties (eg: food preparation, sweeping, dusting, shopping, mopping, vacuuming, laundering, gardening, cooking, cleaning baths, showers and toilets) | Occasional |