

	<b>Position Title:</b> Case Manager - Reconnect		<b>Team:</b> Education and Support		<b>Region:</b> Hume
	<b>Supervisor:</b> Team Leader, Education and Support Services	<b>Delegations and Authorities:</b> In Line with Delegations Policy		<b>Band:</b> (A-F) A	<b>Date Completed:</b> 29 December 2016

## ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS		ROLE CONTEXT
<p><b>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</b></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>The Reconnect Program supports young people aged 15-24 in the Goulbourn area who are early school leavers or those who have had difficulty entering vocational training after school on their journey to employment. Reconnect provides intensive support to improve the training and work-readiness of young people and help them into work (including apprenticeships and traineeships) or education. This program is focused on building a young person's skills, confidence and readiness to enter into vocational training in preparation for employment. Reconnect will:</p> <ul style="list-style-type: none"> <li>▪ Undertake outreach to recruit young people, aged 15-24 who are not in education, training or full time employment.</li> <li>▪ Provide one to one intake, a comprehensive holistic assessment and undertake case management for all participants.</li> <li>▪ Assess vocational learning needs and career goals, and develop a Student Learning and Achievement Plan for each participant.</li> <li>▪ Provide intensive assistance to participants transitioning to employment or further training.</li> </ul>
OUR VALUES		PRIMARY OBJECTIVES OF THE ROLE
<p><b><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></b></p> <p><b><i>Courage:</i></b> To be the best we can be and to never give up</p> <p><b><i>Integrity:</i></b> Expect a personal and organisation commitment to honesty</p> <p><b><i>Respect:</i></b> Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p><b><i>Accountability:</i></b> Be responsible for our own actions</p> <p><b><i>Working Together:</i></b> 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"> <li>• Provide direct case management to young people; offering guidance, career and personal support and advocacy to link them to vocational training.</li> <li>• Using a strengths based approach, undertake a trauma informed comprehensive assessment that focuses on the abilities and aspirations of young people to ensure they have control over their pre-employment pathway.</li> <li>• Engage with vocational education and training providers and local services and the community to assist young people to address barriers to sustained engagement in vocational learning.</li> </ul>
		REPORTING RELATIONSHIPS
		<p>This role is based in Shepparton. It is part of the broader Community Partnerships &amp; Support Program.</p> <p>This role reports Team Leader Education &amp; Support Services who will provide supervision and review. This role has no direct reports and works in conjunction with other team members.</p> <p>This is a fixed term position until 31 December 2018.</p>

## KEY SELECTION CRITERIA

### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

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| <ul style="list-style-type: none"> <li>• Demonstrated experience working in Vocational Education, Youth Work, Case Management, or related industry.</li> <li>• Experience working with young adults who have been significantly impacted by trauma and attachment issues and understanding this experience has on the development of young people</li> <li>• Have a thorough background and understanding of young adult's transitions and educational pathways.</li> <li>• Well-developed interpersonal and communication skills, including the ability to negotiate, liaise and consult with a wide range of stakeholders including clients, government and non-government organisations, and facilitate working groups.</li> <li>• Demonstrated ability to liaise and build positive and respectful relationships with networks that lead to further educational and employment opportunities for students.</li> </ul> | <ul style="list-style-type: none"> <li>• Ability to work effectively independently or as part of a team and contribute to team and organisational goals.</li> <li>• Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.</li> <li>• 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</li> <li>• Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.</li> </ul> |
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### QUALIFICATIONS AND OTHER REQUIREMENTS

- Relevant tertiary qualifications in vocational education, youth work, employment services (youth specialist), case management or other related fields
- Demonstrated experience in working with marginalised young people and families.
- 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

- Experience in working with Mental Health and /or Alcohol and other drug issues
- Previous experience working with young adults or transitioning young people within the education or community services sectors is highly desirable.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITY
General	<ul style="list-style-type: none"> <li>• Undertake Intake, Comprehensive Assessment and development of a Student Learning and Achievement Plan will be required for every participant of Reconnect.</li> <li>• The provision of assertive outreach and the engagement of young people in Strength based Assessments, and identify needs of the Reconnect participants to access and transition vocational education and training.</li> <li>• Undertake matching of young people to vocational education and training in order to achieve program outcomes and program KPIs</li> <li>• Conduct intensive, regular face-to-face meetings with young people to support their engagement.</li> <li>• Support young people to increase their compliance requirements including attendance and participation in training and programs should this form part of their Student Learning and Achievement Plan.</li> <li>• Coordinate access to support services, to ensure young people remain engaged and access supports that they may require. These may be inclusive of housing, drug and alcohol, mental and family support.</li> <li>• Positively promote the program, at all times to young people, the community, training organisations, and employers.</li> <li>• Liaise and maintain respectful and productive relationships with other stakeholders including DET and other agencies in the region that may be involved with students.</li> <li>• Work collaboratively with all service providers involved with each client.</li> <li>• Participate in relevant regional and organisational meetings.</li> </ul>
Documentation and Administration	<ul style="list-style-type: none"> <li>• Record assessment and client records for all young people entering the program and ensure they are reviewed regularly to reflect their circumstances</li> <li>• Ensure all contractual requirements are met, including timely recording of file notes, reporting of outcomes, and resulting of appointments on the Berry Street / Department of Education and Training software packages.</li> <li>• Ensure all young people have a professional and appropriate Resume tailored to the needs of each young people (including checking validity of references) and where appropriate, refer resumes to the centralised resume writing team</li> <li>• Work with young people to prepare job applications for relevant employment opportunities</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Perform other duties in order to meet program outcomes</li> <li>• Be willing to work flexible hours as determined by the demands of the position.</li> <li>• Attend all required training sessions provided by the organisation and be actively involved in any other training session as directed.</li> <li>• Actively participate in Supervision in accordance with Berry Street policies and procedures.</li> <li>• 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.</li> <li>• 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</li> </ul>



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	empowerment of Aboriginal children, their families and communities. Please refer to our code of conduct for further information
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## **CONDITIONS OF EMPLOYMENT**

1. This position is for (0.5EFT) 38 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. This is a fixed term position until 31 December 2018.
3. You will initially be employed at our Shepparton office. 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 5, Pay Point 1, \$65,543.92 (pro-rata) 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 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.

<b>Element</b>	<b>Key Activity</b>	<b>Frequency</b>
<b>Work Environment</b>	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
<b>People Contact</b>	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
<b>Administrative Tasks</b>	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
<b>Transport</b>	Drive vehicles possibly over long distances and in All traffic and weather conditions.	Regularly