

	Position Title: Case Manager		Team: South Eastern Case Management Services		Region: South East
	Supervisor: Team Leader, South Eastern Case Management Services	Delegations and Authorities: In Line with Delegations Policy		Band: (A-F) A	Date Completed: 13 April 2017

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>Berry Street's South Eastern Case Management Services is funded by Department of Health and Human Services to provide support and case management to children and young people on statutory Child Protection orders, and who are considered "at risk".</p>	
		PRIMARY OBJECTIVES OF THE ROLE	
		<p>The Case Manager will be responsible for the overall case management of children and young people who are generally on statutory protective orders.</p> <p>The Case Manager will assist children, young people and their families to gain stability in their personal circumstances and living situation. The Case Manager will also promote the maintenance of the child and/or young person within their family, extended family and other support networks as appropriate.</p> <p>The Case Manager's work with the children, young people and families will be aimed at reducing risk and developing robust and resilient community connections. At all times, the Case Manager will be an effective advocate for clients and their families.</p>	
OUR VALUES		REPORTING RELATIONSHIPS	
<p><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></p> <p><i>Courage:</i> To be the best we can be and to never give up</p> <p><i>Integrity:</i> Expect a personal and organisation commitment to honesty</p> <p><i>Respect:</i> Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p><i>Accountability:</i> Be responsible for our own actions</p> <p><i>Working Together:</i> Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>		<p>This role is based at our Clayton Office. It is part of the broader Complex Client Services Program which also includes Adolescent Support and the Community Support & Service Coordination.</p> <p>This role reports to the Team Leader, South Eastern Case Management Services who will provide supervision and review. This role has zero direct reports and works in conjunction with seven other team members.</p>	

KEY SELECTION CRITERIA

<ul style="list-style-type: none"> • Demonstrated ability to liaise with DHHS and other government and non-government agencies at both case work and program development levels. • Demonstrated experience in working with children, young people and families who have complex needs and are on statutory protective and youth justice orders. • A sound knowledge of the nature of protective issues, homelessness, trauma, disability and the implications for their emotional and behavioural development. • Demonstrated experience in networking, program promotion and cooperative work with the government and non-government sector. 	
<ul style="list-style-type: none"> • 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 • Willingness to work flexible hours as determined by the demands of the position, including on-call/recall support to clients and other members of the staff team. • Analytical and report writing skills, and well developed interpersonal skills. • Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in Social Work, Youth Work or other relevant field. • Knowledge of Children Youth and Families Act and other relevant legislation. • 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. 	<ul style="list-style-type: none"> • Experience in working at the Department of Health and Human Services (DHHS) or another similar agency. • Experience undertaking contracted case management within DHHS Child Protection or another similar CSO.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITY
Direct Service Delivery	<ul style="list-style-type: none"> • Carry a case load of up to 12 children and/or young people, dependent on degree of difficulty and level of risk. • Provide individual support through a direct casework service aimed at minimising the protective concerns and maximising personal development through a range of intervention techniques. • Develop ways of engaging 'at risk' children, young people and families who may not have responded to traditional intervention. • Liaise with relevant services and advocate on behalf of 'at risk' children, young people and families to ensure access to resources and facilities where necessary. • Work with children, young people and their families and other significant people in their lives to facilitate contact, negotiate secure alternative accommodation options and provide assistance with conflict resolution as appropriate.
Case Planning and Case Management	<ul style="list-style-type: none"> • In cases where there is contracted case management develop, in conjunction with clients, referring DHHS worker, Case Management Service Team Leader, Senior Team Leader, Manager of Complex Client Services and others as appropriate, individual case plans which specify objective of intervention, anticipated timelines, and tasks and responsibilities necessary for their achievement. • Negotiate with DHHS and other service providers to ensure co-ordinated and co-operative service delivery. • Maintain adequate case records, and prepare all reports and documents as required by DHHS, Berry Street, Children's Court or other relevant person or service. • Prepare Critical Incident Reports for DHHS and Berry Street as required.
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. • 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. You will initially be employed at our Clayton office. 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 \$15,900 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 at SCHCADS Level 5, Pay Point 1 \$65,543.92 under the Berry Street Victoria Enterprise Agreement. The value of the salary can be increased through salary packaging.
5. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
6. The successful applicant will be entitled to commuter use of a Berry Street vehicle, in accordance with the Berry Street Motor Vehicle Policy.
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
	Be exposed to all outdoor weather conditions	Regular
	Wear personal protective equipment (eg: rubber gloves) to provide protection from potential infectious and hazardous substances	Occasional
	Work in unstructured environments (eg outreach)	Daily
	Work office hours with the possibility of extended hours.	Daily
	Work in an open plan office	Daily
	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
	Perform 'on call' duties	Regular
Manual Handling	Undertake manual handling (eg: lifting, moving, transferring, twisting, restraining, supporting) of clients	Occasional
People Contact	Work with clients who may have a physical or sensory disability	Regular
	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	Daily
	Interact with clients and members of the public who could display verbal or physically challenging behaviour	Daily
	Support and participate with clients in recreational activities (eg: gardening, ball games, swimming, walking, camping, hiking, trampolining, tennis, cricket)	Regular

	Facilitate access to specialist, generic and community services	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	Daily
	Use public transport including trains, buses, trams and taxis	Occasional
	Drive vehicles with possible distractions from client behaviour, verbal or physical	Daily
General Tasks	Undertake general household duties (eg: food preparation, sweeping, dusting, shopping, mopping, vacuuming, laundering, gardening, cooking, cleaning baths, showers and toilets)	Occasional