

	<b>Position Title:</b> Case Manager		<b>Team:</b> Case Management Services		<b>Region:</b> Western
	<b>Supervisors:</b> Manager, Case Management Services	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> A	<b>Date Completed:</b> 5 July 2017	

## 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>Berry Street's Case Management Services team provides an intensive level of support to young people who are most 'at risk' in the community.</p> <p>The service promotes the physical, emotional, social, spiritual and psychological wellbeing of service users through ongoing case management and support, solution focussed reunification and intensive caregiver support and training.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><b>Berry Street expects all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> To be the best we can be and to never give up</p> <p><b>Integrity:</b> Expect a personal and organisation commitment to honesty</p> <p><b>Respect:</b> Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p><b>Accountability:</b> Be responsible for our own actions</p> <p><b>Working Together:</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 case management services to a range of young people, including high risk adolescents using a range of therapeutic options as allocated</li> <li>• Prepare reports as required for the Department of Human Services</li> <li>• Ensure the young people are linked with professional support, and involve the young people and families in all the decision making</li> </ul>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Horsham office. It is part of the broader Child, Youth and Family Services Program.</p> <p>This role reports to the Manager – Case Management 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 30 June 2018.</p>

### KEY SELECTION CRITERIA

- Demonstrated skills and experience in the provision of support and service delivery to young people with challenging behaviours
- Demonstrated experience in out of home care and case work with high risk adolescents
- Experience and ability in supporting and communicating effectively with young people, family members, significant others and relevant community organisations
- Ability to liaise effectively with the Department of Health & Human Services (DHHS), Youth Justice and other key services
- High level of computer literacy, experience with CRIS/CRISSP data system, experience in report preparation and maintenance of case notes
- Ability to work within a care team model
- Clear understanding of social indicators relating to family trauma, sexual abuse, substance abuse and early exclusion from education
- 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.
- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.

### QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in Social Work, Youth Work or other relevant 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

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## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> <li>• Carry a case load of young people 0-18 years.</li> <li>• Prepare reports as required by the Department of Human Services</li> <li>• Offer intensive support to young people placed in a range of options, (e.g. residential care, one to one care, kinship care, homelessness services).</li> <li>• Access brokerage funds to ensure stable placement, schooling/employment/training and recreational opportunities are in place for each young person</li> <li>• Ensure that young people are linked to professional supports such as psychiatric, drug and alcohol counselling and relevant therapeutic services</li> <li>• Accept case management through contracting arrangements for statutory clients and their families</li> <li>• Ensure families and young people are involved in all planning decisions</li> <li>• Promote the physical, emotional, social, spiritual and psychological wellbeing of young people</li> <li>• Flexibility to respond to client needs outside normal business hours</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Attend training and meetings as required to seek greater knowledge and skill to ensure successful case outcomes</li> <li>• Be aware of all legislative requirements in regard to the Children, Youth and Families Act 2005. In particular the standards and procedures that relate to out of home care</li> <li>• Work according to agreements established between Berry Street and the Department of Human Services</li> <li>• Work as an advocate for the young people who are clients of the agency</li> <li>• Work as a member of a program team and maintain a high standard of confidentiality</li> <li>• Carry out duties in such a way as to enhance the image of the program and the agency</li> <li>• Participate in fortnightly supervision with the Team Leader</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 empowerment of Aboriginal children, their families and communities.</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>• Other duties as directed</li> </ul>

## 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. This is a fixed term position until 30 June 2018.
3. You will initially be employed at our Horsham 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, PP1 \$65,543.92 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. This position is entitled to commuter use of a Berry Street vehicle.
10. 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.
11. 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.
12. 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
<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, and electronic whiteboards.	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regularly