

	<b>Position Title:</b> Senior Case Manager – Residential Care		<b>Team:</b> Home Based Care		<b>Region:</b> Northern
	<b>Supervisors:</b> Team Leader, Home Based Care	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> B	<b>Date Completed:</b> 7 <sup>th</sup> August 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 (Eaglemont) provides Home Based Care (HBC) services in the Northern Region of Melbourne for the Department of Human Services.</p> <p>The program provides Complex, Intensive and General HBC for children and young people who are unable to live with their own families. Most children and young people are placed in out of home care following child protection intervention. A small number are in care on a voluntary basis. Voluntary and statutory placements can be of a short or long term nature.</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 Senior Case Manager – Residential Care is 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 Senior Case Manager works in collaboration with residential care staff to meet the care needs of children and young people.</p> <p>The Senior Case Manager also works with representatives of the Department of Health &amp; Human Services to deliver an effective case management service for young people living in Residential Care.</p> <p>The Senior Case Manager works closely with the Team Leader on program development, stakeholder management and reporting and plays a key role in mentoring the case manager.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Eaglemont office.</p> <p>This role reports to the Team Leader, Home Based Care 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 for 12 months.</p>

### KEY SELECTION CRITERIA

- Strong understanding of the issues for children coming into care and their families and of the statutory Child Protection system.
- Demonstrated ability to case manage complex needs and issues for clients, families and in relationships.
- Sound understanding of the meaning of therapeutic care and of the theories related to trauma and attachment as they impact on children and young people in statutory care.
- Demonstrated skills and experience in applying a range of assessment, intervention and interactive skills with young people displaying difficult to manage behaviours.
- Sound knowledge of relevant legislation.
- Demonstrated ability to liaise with DHHS, and other relevant government and non-government agencies at both casework and program development levels.
- Personal confidence, energy and enthusiasm and the desire to improve the life chances of children and young people entering and leaving residential care.
- Advanced skills in working with families and promoting family-sensitive and strengths based practice.
- Exceptional skills in working within a team environment, as well as autonomously when required.
- 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 and organisational skills including analytical skills, case noting and report writing, computer skills and the capacity for creative problem-solving and conflict resolution.
- 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 Psychology, Social Work or a related discipline is essential.
- 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

- Previous Experience in Case Management, Child, Youth and Family Services.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Carry a caseload of 9 clients</li> <li>• Ensure young people have a voice in decisions relating to them</li> <li>• To assess the children's needs, monitor their progress and provide support and advocacy as needed.</li> <li>• Provide services on an outreach basis.</li> <li>• Provide individual support through a direct casework service aimed at minimising the protective concerns and maximizing personal development through a range of intervention techniques.</li> <li>• Develop ways of engaging the young people who may not have responded to traditional intervention.</li> <li>• In conjunction with young people, their families, DHHS, line management and other professionals as appropriate develop individual case plans that outline goals and specify interventions, timelines and tasks and responsibilities to reach their goals.</li> <li>• Practice culturally sensitive practice and participate in development of Cultural Support Plans.</li> <li>• Liaise with relevant services and advocate on behalf of the young people to ensure access to resources and facilities where necessary.</li> <li>• To work together with residential care staff and other professionals to deliver holistic care for children and young people based on an understanding of theories about trauma and attachment.</li> <li>• Work with young people and their families and other significant people in their lives from a strengths based framework to facilitate contact and promote these relationships.</li> <li>• To liaise with other professionals to ensure that the program is meeting the educational, health and emotional needs of children and young people including Looking After Children records.</li> <li>• Participate in a "duty system" during business hours.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Prepare Critical Incident Reports for DHHS and ERINs for Berry Street as required.</li> <li>• Complete and maintain data entry requirements with the various client information systems, including Looking After Children (LAC) records and CRISS.</li> <li>• Work within a team structure that promotes a high standard of care and ethical response to children and young people living in foster care.</li> <li>• Attend and participate in HBC staff meetings.</li> </ul>

	<ul style="list-style-type: none"> <li>• Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements.</li> <li>• Provide reports to the Team Leader Home Based Care and Senior Manager Child Home Based Care as required.</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• With the team leader ensure that processes and systems meet DHHS and Berry Street standards</li> <li>• With the Team Leader review and update policies and procedures as required</li> <li>• Develop and maintain key relationships in DHHS to improve outcomes for clients</li> <li>• To keep abreast of relevant theoretical legislative and policy documents.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Abide by the Code of Conduct</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 empowerment of Aboriginal children, their families and communities.</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 for 12 months.
3. You will initially be employed at our Eaglemont 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 SCHCADS Level 6, pay point 1, \$73,645.52 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.

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Regular
	Work in a team environment.	Daily
	Work in different geographic locations.	Occasional
	Work in unstructured environments (eg outreach).	Occasional
	Work office hours with the possibility of extended hours.	Occasional
	Work in an open plan office.	Daily
	Work in buildings, which may be two-storey.	Occasional
	Sit at a computer or in meetings for extended periods.	Regular
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
<b>Manual Handling</b>	Undertake manual handling (eg: lifting, moving, transferring, twisting, restraining, supporting) of clients	Occasional
<b>People Contact</b>	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.	Daily
	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, and cricket).	Occasional