

	Position Title: Team Leader – Case Management Services		Team: Complex Client Services		Region: South East
	Supervisors: Manager, Complex Client Services	Delegations and Authorities: In Line with Delegations Policy		Band: (A-F) C	Date Completed: 13 September 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 Region provides a range of services to children, young people and their families. We provide Residential Services; Home Based Care Services; Community and Education Services; and Complex Client Services – which incorporates contracted case management for young people on Child Protection orders, an Adolescent Support Program that aims to divert young people from the Child Protection system, Targeted Care Packages, a Specialist Intensive Support Program that provides a range of outreach, support and case management to young people with a disability, and a Fee For Service Program.</p> <p>Berry Street South Eastern Case Management Services (SECMS) is funded by Department of Health and Human Services to provide intensive support and case management to children and young people on statutory Child Protection orders, and who are considered the most “at risk” in the community.</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 Team Leader has a significant leadership role which includes:</p> <ul style="list-style-type: none"> • Providing leadership and support to Case Managers, with a thorough knowledge of their duties and ongoing case loads • Supervision and direction to staff and in conjunction with the Manager and Senior Manager of Complex Client Services • Promotes a culture of continuous quality improvement in the delivery of case management services to clients
	REPORTING RELATIONSHIPS
	<p>This role is based at our Clayton Office, within our South Eastern Case Management Service. SECMS consists of an Intensive Case Management Service (incorporating an Alcohol and Other Drugs Clinician and Co-located Mental Health Intensive Youth Support Clinician) and Adolescent Support Program. This service is part of the broader Complex Client Services Team which also includes the Specialist Intensive Support Programs and Targeted Care Packages.</p> <p>This role reports to the Manager of Complex Client Services who will provide supervision and review. This role has 5 direct reports and works in conjunction with other Team Leaders in the Complex Client Service team.</p>

KEY SELECTION CRITERIA

- 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 advanced report writing and proof reading skills, public speaking, presentations and facilitation skills, and well developed computer literacy).
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.
- Demonstrated leadership skills in particular experience in leading, supervising, and managing people to achieve desired outcomes.
- Knowledge of, and ability to apply, a range of assessment, intervention and interactive skills with young people displaying difficult to manage behaviours who may be on Protective or Youth Justice Orders.
- Demonstrated ability to liaise with DHHS, and other relevant government and non-government agencies at both casework and program development levels, and demonstrated links with existing relevant networks within the youth work field, especially in the Southern Metropolitan Region.
- Demonstrated experience in working with young people on Statutory Protective and Youth Justice Orders, and a sound knowledge of the nature of protective issues, homelessness, trauma and attachment, disability and the implications for their emotional and behavioural development.
- Ability to liaise and constructively negotiate with all relevant stakeholders and skill in resolving conflictual issues.
- Extensive experience working with families and social/service networks to enhance young people's lives.
- Well-developed individual and systemic advocacy skills.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in Social Work, Youth Work or other related discipline.
- 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.
- You must have a minimum of three years of experience within the sector.
- Knowledge of the Children, Youth and Families Act (2005), Best Interest principles and procedures and relevant legislation.

DESIRABLE

- Experience monitoring program performance, outputs and outcomes.
- Preferably Bachelor qualification or above in Social Work.
- Experience undertaking contracted case management within DHHS Child Protection or another similar CSO.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • At times, carry a small case load of clients depending on the needs of the program. • Be prepared to carry a mobile phone in order to fulfil the requirements of your role and respond to crises when required. • Provide casework support at times, aimed at minimising the protective concerns and maximising personal development through a range of intervention techniques. • 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. • Participate in the duty roster and be prepared to work flexible hours as required. • Provide supervision and professional development opportunity for team members as allocated. • Provide support and direction for team members during and post incidents. • Monitor workloads, staff wellbeing and assist in annual staff appraisals.
Administration	<ul style="list-style-type: none"> • Ensure all documentation requested of case managers is accurate and timely. This includes, but is not restricted to all reporting requirements, client files, statistics and work analysis. • Assist and support in over-viewing referrals, case allocation, case planning and reviewing and risk assessment.
Program Development	<ul style="list-style-type: none"> • In conjunction with management, develop, maintain and review appropriate service manuals, policy guidelines and performance indicators. • Monitor trends, service gaps and emerging program needs. Assist in advocating and ensuring ongoing program relevance and improvement. • In conjunction with management liaise with key personnel from funding bodies to ensure effective operation of program. • Be involved in key regional networks and participate in relevant regional and state-wide forums. • Provide reports to management on all levels as requested. • With management, be responsible for the recruitment and induction of case managers. • In conjunction with management, be responsible for petty cash and other team finances.
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. • Be prepared to work in similar positions within the Complex Client Services programs where required and appropriate.

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. 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 \$15,899 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 SCHCADS Level 7 Pay Point 1 - \$79,415.44 under the Berry Street Victoria Enterprise Agreement. The value of the salary can be increased through salary packaging.
5. 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.
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. 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.
10. 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.	Regularly
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey	Regularly
	Sit at a computer or in meetings for extended periods	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
	Wear personal protective equipment (e.g. rubber gloves) to provide protection from potential infectious and hazardous substances	Rarely
Manual Handling	Undertake manual handling (e.g. lifting, pulling, pushing, moving, transferring, twisting, restraining, supporting) of equipment and students which would be of varying weight and size	Occasionally
People Contact	Work with clients who may have a physical or sensory disability	Daily
	Liaise with government, non-government and community organisations	Daily
	Support and participate with students in recreational activities	Regularly
	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.	Daily
	Facilitate access to specialist, generic and community services	Daily
	Undertake training and professional development activities.	Regularly
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 (e.g. financial reports), participating in meetings and	Daily

	concentrating for long periods of time.	
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regularly
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Regularly