

	<b>Position Title: Case Manager</b>		<b>Team: Intensive Case Management Service(ICMS)</b>		<b>Region: Gippsland</b>
	<b>Supervisor: Team Leader, ICMS</b>	<b>Delegations and Authorities:</b> In Line with Delegations Policy		<b>Band: (A-F) A</b>	<b>Date Completed: 9<sup>th</sup> October 2017</b>

## 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 Gippsland provides services to children, young people and their families across Gippsland with the current focus of our work being in the Latrobe Valley and surrounds.</p> <p>We provide residential care and home based care services for young people unable to reside with their families, a contracted case management service for young people on Child Protection orders and a range of education and training programs for those young people who are unable to access mainstream education and training, including a Registered School in Morwell, and mentoring programs. Some young people are in all components of our services, others in one or two.</p> <p>Berry Street ICMS in the Gippsland Region provides case management and intensive support for young people aged 12-17 years who are on statutory orders with Department of Human Services, either through Child Protection or Juvenile Justice, or who have come into contact with DHS Child Protection.</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 role will focus on the provision of intensive levels of support and case management to young people aged 12 –17 who are most “at risk” in the community. These young people are subject to statutory orders either with Child Protection or Youth Justice, and Berry Street provides the contracted case management in accordance with case planning and Children’s Court directions.</p>
		REPORTING RELATIONSHIPS
		<p>This role is based at our Morwell Office. It is part of the broader Child and Family Services Team which also includes Kinship Care, Home Based Care, Integrated Family Services, and Happening Families.</p> <p>This role reports to Team Leader, Intensive Case Management Service who will provide supervision and review. This role has zero reports and is fixed term for 12 months.</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 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.
- 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.
- Knowledge of the Children, Youth and Families Act (2005) and Protection and Care's Best Interest planning principles and procedures.
- 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.
- 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 ability to liaise with DHS, 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 Gippsland Region.
- 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, the ability to negotiate with others, to work across a number of different areas & communicate effectively with all levels of staff, volunteers and external bodies.
- 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, or equivalent training and experience, 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

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITY
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• Carry a case load of 6-8 young people in the target group.</li> <li>• Provide individual support through a direct casework service aimed at minimising the protective concerns and maximising personal development through a range of intervention techniques.</li> <li>• Develop ways of engaging 'at risk' young people who may not have responded to traditional intervention.</li> <li>• Liaise with relevant services and advocate on behalf of 'at risk' young people to ensure access to resources and facilities where necessary.</li> <li>• Work with 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.</li> </ul>
<b>Case Planning and Case Management</b>	<ul style="list-style-type: none"> <li>• Develop, in conjunction with clients, referring DHS worker and case planner, ICMS team leader, Manager, and others as appropriate, individual case plans which specify objectives of intervention, anticipated timelines, and tasks and responsibilities necessary for their achievement.</li> <li>• Negotiate with DHS and other service providers to ensure co-ordinated and co-operative service delivery.</li> <li>• Maintain adequate case records, and prepare all reports and documents as required by DHS, Berry Street, Children's Court or other relevant person or service.</li> <li>• Prepare Critical Incident Reports for DHS as required.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Be prepared to carry a mobile telephone as part of a roster providing 24 hour cover in order to respond to crises when required. Also be prepared to be recalled after hours as part of this roster.</li> <li>• Represent Gippsland ICMS and/or Berry Street Gippsland Region as required.</li> <li>• Be prepared to manage a specialist 'portfolio' (eg. Coordinate support workers) as required.</li> <li>• Be prepared to work in similar positions within the Complex Client Services programs where required and appropriate.</li> <li>• Other duties as directed.</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</li> </ul>

	culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.
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## **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. This is a fixed term position for 12 months.
3. You will initially be employed at Morwell. 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 \$15,900 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 based on SCHADS Level 5, Pay Point 1 which is \$67,697.76 per annum (pro rata), in accordance with the Berry Street 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 entitled to commuter use of a Berry Street vehicle, in accordance with the Berry Street Motor Vehicle Policy.
8. The successful applicant will be required to undergo satisfactory pre-employment checks, including two professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identify, driver's licence and qualifications.
9. The successful applicant will initially be employed for a probationary period of three months. During this period, either party can terminate employment with one week's notice. A probationary review before three months will be undertaken.
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.

<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
	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
<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	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
<b>Administrative Tasks</b>	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

<b>Transport</b>	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
<b>General Tasks</b>	Undertake general household duties (eg: food preparation, sweeping, dusting, shopping, mopping, vacuuming, laundering, gardening, cooking, cleaning baths, showers and toilets)	Occasional