

	Position Title: Senior Case Manager		Team: Child Youth & Family Services		Region: Western
	Supervisors: Team Leader – Case Management Services	Delegations and Authorities: In Line with Delegations Policy		Band: B	Date Completed: 17 October 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 Western provides case management services in the Central Highlands and Western District Areas within the West Division of the Department of Health & Human Services.</p> <p>The program provides a range of case management services 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. The program is made up of Intensive, Home Based Care and Residential Case Management.</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 Senior Case Manager will provide case management services to a range of young people, including high risk adolescents using a range of therapeutic options as allocated, prepare reports as required by the Department of Human Services, ensure the young people are linked with professional supports and involve the young people and families in all decision making. The Senior Case Manager also acts as a support role to other case managers.</p>	
		REPORTING RELATIONSHIPS	
		<p>This role is based at our Ballarat Office. It is part of the broader Child, Youth and Family Services Program.</p> <p>This role reports to the Team Leader – 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 role is a full time 12 month fixed term position.</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.
- Demonstrated ability to advocate for client needs, influencing decisions in clients best interests.
- Comprehensive knowledge and understanding of child development and abuse and neglect including well developed skills in risk assessment in the context of the child.
- Knowledge and experience of current theoretical approaches & frameworks for working with highly vulnerable children, young people and their families, including strengths based approaches.
- Demonstrated ability to undertake holistic assessments of children and young people with complex needs in order to develop clear understanding of the child's placement and therapy needs.
- A strong capacity to engage and work flexibly and creatively with families in a non-judgemental approach.
- Awareness of the issues related to working in cross cultural human services with knowledge of the issues facing culturally and linguistically diverse communities.
- Understanding of issues related to working with volunteers.
- 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, welfare or a 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.

DESIRABLE

- Minimum 3 years case management experience working with complex clients.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • To provide complex casework management services for children, young people and their families as required including regular contact and visits. • To manage and maintain a complex case load of clients. • Communicate all relevant information to others as required, including the Department of Human Services (DHS). • To keep abreast of relevant theoretical legislative and policy documents. • To participate in case allocation, case planning, review and case closure processes for clients of the service. • To participate in the continued evaluation and refining of the program's model, case allocation, case work procedures and the linkages to home based care. • Prepare reports as required by the Department of Human Services. • Offer intensive support to young people placed in a range of options, (e.g. residential care, one to one care, kinship care, homelessness services). • Access brokerage funds to ensure stable placement, schooling/employment/training and recreational opportunities are in place for each young person. • Ensure that young people are linked to professional supports such as psychiatric, drug and alcohol counselling and relevant therapeutic services. • Accept case management through contracting arrangements for statutory clients and their families. • Ensure families and young people are involved in all planning decisions. • Promote the physical, emotional, social, spiritual and psychological well being of young people. • Flexibility to respond to client needs outside normal business hours. • Attend training and meetings as required to seek greater knowledge and skill to ensure successful case outcomes. • 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. • Work according to agreements established between Berry Street and the Department of Human Services. • Work as an advocate for the young people who are clients of the agency. • Work as a Senior member of the Case Management team and maintain a high standard of confidentiality. • Carry out duties in such a way as to enhance the image of the program and the agency. • Participate in fortnightly supervision with the Team Leader. • Other duties as directed.
Administration	<ul style="list-style-type: none"> • To be responsible for writing up case notes which include intake sheets, telephone and face to face contacts and case closure summaries. • Record and maintain accurate and up to date case management files.

	<ul style="list-style-type: none"> • Ensure that service delivery information is collected and recorded in a professional and timely manner, and is consistent with the requirements of an agreed management information system. • Contribute to the maintenance of ongoing recording keeping of a client recording system consistent with DHS reporting requirements and which ensures compliance with Privacy legislation. • • To comply with Quality Assurance processes designed for the service and Berry Street including data collection and evaluation. • Undertake organisational processes to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner. This includes intake sheets, telephone and face to face contacts and case closure summaries.
Other	<ul style="list-style-type: none"> • Act in accordance with the Code of Conduct. • Comply with organisational quality assurance processes, policy, legal requirements and professional practice standards. • Represent the service at relevant forums and other activities as negotiated with the Home Based Care Team Leader. • Participate in a rostered after hour's service as required. • Attend and participate in staff meetings. • Prepare and deliver case presentations in team meetings or other learning environments as required. • Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements. • Undertake relevant training. • Provide reports as required by the Team Leader and the Senior Manager of Child, Youth and Family Services. Provide mentorship to staff in the team. • Other duties as directed to support the delivery of services and the team. • 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.

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 role is a full time 12 month fixed term position.
3. You will initially be employed at our Ballarat 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 at SCHCADS Level 6 Pay Point 1 which is \$73,645.52 under the Berry Street Victoria Enterprise Agreement. The value of the salary can be increased through salary packaging.
6. This position comes with full private use of a vehicle.
7. 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.
8. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
9. 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.
10. 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.
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
Work Environment	Manage demanding and changing workloads and competing priorities.	Regular
	Work in a team environment.	Daily
	Work in different geographic locations.	Occasional
	Be exposed to all outdoor weather conditions.	Daily
	Work back to back shifts	Occasional
	Wear personal protective equipment (eg: rubber gloves) to provide protection from potential infectious and hazardous substances	Occasional
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey	Regular
	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
Manual Handling	Undertake manual handling (eg: lifting, pulling, pushing, moving, transferring, digging, twisting, restraining, supporting) of equipment, which would be of varying weight and size	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.	Occasional
	Support and participate with clients in recreational activities (eg: gardening, ball games, swimming, walking, camping, hiking, trampolining, tennis, cricket)	Occasional
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular

	Facilitate access to specialist, generic and community services	Daily
	Undertake training and professional development activities.	Regular
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 concentrating for long periods of time.	Daily
	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.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional
	Use public transport including trains, buses, trams and taxis	Occasional