

	<b>Position Title:</b> Case Manager		<b>Team:</b> Kinship Care Team		<b>Region:</b> Hume
	<b>Supervisors:</b> Team Leader – Kinship Care	<b>Delegations and Authorities:</b> In Line with Delegations Policy		<b>Band:</b> A	<b>Date Completed:</b> 19 December 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 (Hume) provides Home Based Care (HBC) services in the Hume Region (West Hume sub-regional area inclusive of Goulburn Valley and Lower Hume Catchments) of Victoria. The program provides General, Complex and Therapeutic HBC for children and young people who are unable to live with their own families and kinship care. 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> <p>This role is based at our Shepparton Office, but requires outreach services to be provided to the City of Greater Shepparton, Moira, Strathbogie, Mitchell and Murrindindi Shires.</p> <p>This role provides a professional case management service to statutory Kinship care placements to support and assist kinship carers to provide the best possible care to children living in kinship care.</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:</p> <ul style="list-style-type: none"> <li>• To enhance and build on the available formal and informal family and community supports for children living in kinship arrangements</li> <li>• To assist families provide the best possible care arrangements for children unable to live with their birth parents</li> <li>• To assist with the establishment, monitoring and support of kinship care placements arranged for the most vulnerable children as a result of child protection involvement.</li> <li>• To provide case management services to statutory kinship care placements</li> </ul>
		REPORTING RELATIONSHIPS
		<p>This role can be based at our Shepparton or Seymour office. It is part of the broader Home Based Care Team which includes Kinship Care.</p> <p>This role reports to directly to the Team Leader – Kinship Care who will provide supervision and review. This role has direct reporting responsibilities in regards to external agencies and also works in conjunction with other team members.</p> <p>This is a permanent, full-time position</p>



## KEY SELECTION CRITERIA

- Ability to actively engage kinship families in decision-making processes.
- An understanding of the inter-generational factors and complex relationships between extended family members that can impact kinship placements.
- An ability to work with children, young people and families through an attachment and trauma based lens.
- Ability to make timely, sound decisions about interventions required, and consult for the purposes of assessment and decision-making in the best interests of the children.
- A sound knowledge of the Children, Youth and Families Act 2005.
- Demonstrated understanding of the key components of case management.
- Ability to establish, and maintain positive and productive working arrangements with Child Protection and other key Service Providers.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.
- Strong communication and written skills and the capacity to negotiate and communicate with a range of professionals and individuals.
- 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

### QUALIFICATIONS AND OTHER REQUIREMENTS

- An appropriate tertiary qualification in Psychology, Social Work, or 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

- Experience in the provision of case management services to young people and families in out of home care.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• Undertake case management responsibilities for kinship care placements to ensure their on-going stability.</li> <li>• Enhance the capacity of the kinship carers to meet the child's ongoing safety, stability and developmental needs.</li> <li>• Provide case work supervision and support for children, young people and their families in accordance with the Looking After Children framework.</li> <li>• Provide support and supervision to kinship carers.</li> <li>• Establish and maintain family care teams to ensure the engagement of the child's family and extended family in decision making processes.</li> <li>• Assist in the facilitation of kinship care support groups.</li> <li>• Undertake responsibility for the completion of Kinship care review processes and kinship permanent care assessments.</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• Participate in the development of program guidelines and evaluations processes for the kinship care program</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Undertake organisational processes to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</li> <li>• Maintain up to date client and care-giver files in accordance with Berry Street's Records Management procedure and Berry Street policies.</li> <li>• Develop and complete Best Interest Plans, court reports and other relevant DHHS reporting to ensure a high standard of client care.</li> <li>• Use the appropriate tools, including electronic and web enabled client, care giver and case management information systems to capture critical client information.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Act in accordance with the Code of Conduct.</li> <li>• To keep abreast of relevant theoretical legislative and policy documents.</li> <li>• Attend and participate in HBC staff meetings.</li> <li>• Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements.</li> <li>• Provide reports to the Team Leader Kinship Care as required and requested.</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> </ul>

## CONDITIONS OF EMPLOYMENT

1. This is a permanent, full-time position.
2. 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 Enterprise Agreement.
3. This position can be based at either our Shepparton or Seymour office and 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 salary for this position is based on SCHADS Level 5, Pay Point 1 which is \$69,851.60 per annum pro rata under the Berry Street Enterprise Agreement.
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 (where relevant).
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. The successful applicant must possess a current Working With Children Check, or must apply for one prior to commencing employment.
10. The successful applicant must possess a current full Victorian Driver's Licence, which must be sighted.
11. 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.
12. 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.
13. 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.	Regular
	Be exposed to all outdoor weather conditions.	Occasional
	Work in unstructured environments (eg outreach).	Regular
	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
<b>Manual Handling</b>	Undertake manual handling (eg: lifting, moving, transferring, twisting, restraining, supporting) of clients.	Occasional
	Undertake manual handling (eg: lifting, pulling, pushing, moving, transferring, digging, twisting, restraining, supporting) of equipment, which would be of varying weight and size.	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.	Regular
	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
	Facilitate access to specialist, generic and community services.	Regular
	Assist with personal and self-care activities such as toileting, meals, dressing and maintenance of personal hygiene.	Occasional
	Undertake supervisory, recruitment, training and professional development activities.	Regular
<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.	Regular

	Use public transport including trains, buses, trams and taxis.	Occasional
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional
<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