

	<b>Position Title:</b> Case Manager		<b>Team:</b> South East Case Management Services		<b>Region:</b> South East
	<b>Supervisors:</b> Team Leader South Eastern Case Management Services	<b>Delegations and Authorities:</b> In Line with Delegations Policy		<b>Band: (A-F)</b> A	<b>Date Completed:</b> 13 July 2018

## 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'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, and Targeted Care Packages.</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><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 include:</p> <ul style="list-style-type: none"> <li>Contracted case management of children and young people (generally clients on statutory protective orders) in accordance with Children's Court directions</li> <li>Assist children, young people and their families to minimise risk and gain stability</li> <li>Promote the maintenance of the child and/or young person with their family, extended family and other support networks</li> <li>Develop stakeholder relationships within the community and be an effective advocate</li> </ul>
		REPORTING RELATIONSHIPS
		<p>This role is based at our Clayton office. It is part of the broader Complex Client Services, which also includes a Targeted Care Packages.</p> <p>This role reports to the Team Leader, South East 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 is a full time position fixed term position.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> <li>• Conduct themselves in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together.</li> <li>• Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.</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>	
KEY SELECTION CRITERIA	
<ul style="list-style-type: none"> <li>• Demonstrated ability to liaise with DHHS and other government and non-government agencies, at both case work and program development levels.</li> <li>• Demonstrated experience in working with children, young people and families who have complex needs and are on statutory protective and youth justice orders.</li> <li>• A sound knowledge of the nature of protective issues, homelessness, trauma, disability and the implications for their emotional and behavioural development.</li> <li>• Demonstrated experience in networking, program promotion and cooperative work with the government and non-government sector.</li> <li>• Knowledge of the Children, Youth and Families Act and other relevant legislation.</li> <li>• Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.</li> <li>• Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).</li> <li>• Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.</li> </ul>	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> <li>• A tertiary qualification in Social Work, Youth Work or other relevant field.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in working at the Department of Health and Human Services (DHHS) or another similar agency.</li> <li>• Experience undertaking contracted case management within DHHS, Child Protection or another similar CSO.</li> <li>• Experience working in family and/or family violence services</li> </ul>

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• Carry a case load of up to 12 children and/or young people, dependent on degree of difficulty and level of risk.</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' children, young people and families who may not have responded to traditional intervention.</li> <li>• Liaise with relevant service and advocate on behalf of 'at risk' children, young people and families to ensure access to resources and facilities where necessary.</li> <li>• Work with children, 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>• In cases where there is contracted case management, develop in conjunction with clients, referring DHHS worker and case planner, Case Management Service Team Leader, Manager of Complex Client Services and others as appropriate, individual case plans which specify objective of intervention, anticipated timelines, and tasks and responsibilities necessary for their achievement.</li> <li>• Negotiate with DHHS 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 DHHS, Berry Street, Children's Court or other relevant person or service.</li> <li>• Prepare Critical Incident Reports for DHHS and Berry Street as required.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Be prepared to carry a mobile telephone and complete regular outreach activities, responding to crises when required.</li> <li>• Represent Berry Street South Eastern Complex Client Services and/or Berry Street South East Region as required.</li> <li>• Participate in a duty roster for collating and distributing information regarding the oncall updates for SECMS clients.</li> <li>• Be prepared to manage a specialist "portfolio" as required.</li> <li>• Be prepared to work in similar positions within the Complex Client Services programs where required and appropriate.</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 full time position fixed until February 2019.
3. 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.
4. Terms and conditions of employment are in accordance with the Berry Street Victoria 2014-2017 Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
5. The salary for this position is based at SCHADS Level 5 pay point 1, \$72,296.41 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 5 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. The successful applicant will be entitled to commuter use of a Berry Street vehicle, in accordance with the Berry Street Motor Vehicle Policy.
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
<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
	Work office hours with the possibility of extended hours.	Regularly
	Work in an open plan office.	Could be daily
	Work in buildings which may be two-storey.	Could be daily
	Sit at a computer or in meetings for extended Periods.	Daily
	Present at court and other jurisdictions.	Occasionally
<b>People Contact</b>	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.	Regularly
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regularly
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer work, writing reports, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	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.	Regularly