

	Position Title: Post Care Case Manager		Team: Post Care Support Information and Referral (PCSIR)		Region: Northern
	Supervisor: Manager Youth Housing and Leaving Care Services	Delegations and Authorities: In Line with Delegations Policy		Band: A	Date Completed: 21 September 2018

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>This position sits within the broader Transitional Youth Support Service and provides case management and resources to young people aged 16 – 21 who were on a Family reunification order, a Care by Secretary or a long-term care order on or after their 16th birthday who have transitioned to independence in the broader community.</p> <p>The Post Care program is a part of the broader Leaving Care responses provided to young people who are or were in Out of Home Care funded by DHHS across the Northern Metro, Hume Moreland and Western Melbourne Brimbank Melton areas.</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>Post Care recognises that all young people require ongoing support to develop and maintain their independence.</p> <p>Post Care provides access to brokerage and support to assist young people transitioning from care in the Northern Metro Hume Moreland and Western Melbourne Brimbank Melton areas to ensure that young people have the resources that they need to effectively transition to and/or maintain independence within their communities. Post Care provides referrals to specialist services in the areas of counselling, accommodation, employment and training, education, health and wellbeing and social and family relationships. Support and brokerage is available to young people as often as required up until the age of 21.</p>
		REPORTING RELATIONSHIPS
		<p>This role is based at our Eaglemont Office. It is part of the broader Youth Housing & Support Team which includes Housing and Support programs and Post Care Support to young care leavers.</p> <p>This role reports to the Manager Youth Housing and Leaving Care Services who will provide supervision and review. This role has no direct reports and works in conjunction with other team members.</p> <p>This position is time limited until March 2020 with a possibility of extension.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> • 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. • Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety. • 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. 	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> • 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. • Must have a passion and commitment to supporting vulnerable young people. • Able to demonstrate a broad understanding of issues relating to young people, particularly youth homelessness. • Must have a commitment to a team case management approach. • Demonstrated skills and experience in the provision of support and service delivery to young people who have challenging support needs. • Ability to apply evaluation and assessment, intervention and interactive skills with young people. • Highly effective communication, conflict and negotiation skills. • Analytical and report writing skills. • To be flexible and creative in work management that includes crisis management and prioritising workload accordingly. • Computer and administration skills. • Knowledge of demonstrated understanding of and commitment to the principles of equity, diversity and occupational health and safety. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in Youth/Social Work or associated human service field are deemed essential. Relevant certificates will need to be sighted by the Manager. • 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. 	<ul style="list-style-type: none"> • Demonstrated experience in working with young people who have experienced out of home care is an advantage. • Demonstrated ability to liaise with DHHS Services, Commonwealth Employment Service and other relevant government and non-government services that young people may utilise in relation to incomes, physical and mental health, legal, employment, education and training resources.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • To work collaboratively with the Post Care team to provide a high standard of service delivery to young people. • Provide a high level of engagement to the young people on a regular basis. • To assist young people to increase/sustain appropriate living skills to enable them to become independent and self-motivated. • Undertake the provision of support, brokerage, information, advocacy and referral for young people as required in areas such as housing, counselling, legal, employment, schooling, incomes, health, family issues etc. • To assist young people who are transitioning in and out of the program. • To undertake comprehensive assessments with young people to ascertain risk and identify needs. • Participate in a daily duty system for the PCSIR service that will respond to telephone referral enquiries across the region. • Work collaboratively and flexibly with young people and others as appropriate to develop support plans with specific objectives, goals and anticipated timelines, tasks and responsibilities necessary to achieve positive outcomes that align with the young person's goals. • To identify and utilise secondary consultation to meet the needs of young people as required, e.g. drug and alcohol services, legal, income and counselling services. • Other duties as required.
Administration	<ul style="list-style-type: none"> • To undertake a high level of administrative duties to facilitate a daily roster system, sharing and updating information and interaction in response to client's needs utilising a team case management model. • To provide written reports to the Manager Youth Housing and Support Services as required • To maintain the confidentiality and safety of all young people's files that ensures compliance with Privacy legislation. • To maintain appropriate case recording and reporting systems consistent with DHHS reporting requirements and DHHS standards.
Community, Education & Development	<ul style="list-style-type: none"> • To develop comprehensive subregional and local networks of service providers, including links to the youth service sector in order to facilitate appropriate referrals and access. • Establish links with leaving care mentoring, CALD and indigenous services and develop culturally appropriate referral pathways.
Other	<ul style="list-style-type: none"> • Other duties as required

CONDITIONS OF EMPLOYMENT

1. This position is for 45.6 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 2014-2017 Agreement*.
2. You will initially be employed at our Eaglemont 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 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.
4. The base salary for this position is SCHCADS Level 5, Pay Point 1 \$72,296.41 under the Berry Street Victoria 2014-2017 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 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 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.	Regular
	Work in a team environment.	Daily
	Work in different geographic locations.	Occasional
	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 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
	Wear personal protective equipment (eg: rubber gloves) to provide protection from potential infectious and hazardous substances	
	Present at court and other jurisdictions.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	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
	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

	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