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|  | Position Title: Case Worker | | Team: Family Services | | Region: Northern |
| | Supervisor: Team Leader – Family Services | Delegations and Authorities: In Line with Delegations Policy | | Band: A | Date Completed: 2 October 2018 |

ORGANISATIONAL INFORMATION

| OUR VISION AND FOCUS | | ROLE CONTEXT |
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| <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>The Northern Family Services program provides an outreach case management and support service to vulnerable children and families predominantly in the municipalities of Banyule, Nillumbik, Yarra, Darebin and Whittlesea. Integrated Family Services works within a partnership with the North East Metropolitan Alliance and The Orange Door. The Alliance supports the partnership of the nine partner agencies who provide Integrated Families services and manages the operation of the centralised intake body, The Orange Door, which enables improved access for families to link to available support services.</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 primary objectives and responsibilities of the role are to:</p> <ul style="list-style-type: none"> • Work with children, young people and their families to provide preventative and secondary level support and intervention • Hold a caseload and provide case management intervention to children, young people and their families to provide preventative and secondary level support and intervention. • Assist families to strengthen their parenting capacity to build their child's safety, stability and development. • Assist families to connect to their community and build their resilience. • Advocate and support families to access services and resources. • Participate in the assessment and families referred to the service. • Establish clear goals with families using a family centred approach around complex issues and risk factors including Family Violence and actively support families to achieve their goals. • Provide families a holistic and strengths based services • Provide high quality therapeutic group work programs to children and families |
| EXPECTATIONS | | REPORTING RELATIONSHIPS |
| | | <p>This role is based at our Eaglemont office. It is part of the broader Youth and Family Services Team.</p> <p>This role reports to the Team Leader – Family Services who will provide supervision and review. This role has no direct reports and works in conjunction with other team members.</p> |

- 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

- 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.
- Demonstrated ability to actively engage and connect with families and children in the delivery of family services programs, including those that may be unwilling to receive services.
- Demonstrated understanding of child development, factors that may impact on a child's development and frameworks to engage children, young people and their families.
- Knowledge of current approaches for working with highly vulnerable children, young people and their families, including strengths based approaches.
- Demonstrated experience with a range of family intervention models including crisis response, group work and mediation and the ability to undertake holistic assessments of children and young people within families
- Ability to maintain records compliant with legislation and standards and data systems for reporting and informing planning
- Demonstrated ability to establish, and maintain positive and productive working arrangements with internal and external individuals, organisations and groups

QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in Social Work, Welfare or other 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

- Previous experience working with families.
- Group work experience

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

| ACCOUNTABILITY | SPECIFIC RESPONSIBILITIES |
|-----------------------------------|--|
| Service Delivery | <ul style="list-style-type: none"> • To utilise a child-centred family-focussed approach to engage parents and work towards building their capacity to provide for the safety stability and development of their children in line with the Best Interests framework. • To provide high quality ongoing assessment and case management services to clients referred to the service. • To provide a generally outreach based service that uses a range of intervention strategies informed by Family Service principles. • To have an increased focus on achieving culturally sensitive practice approaches for CALD children young people and families • To participate in all North-East Metro Alliance and The Orange Door professional development training and other meeting and or training as required |
| Program Development | <ul style="list-style-type: none"> • To participate in case planning, review and case closure processes for clients of the service. • To develop positive links with key service providers and referring agencies including child protection. • Contribute to group work programs. • To assist the service to increase its accessibility to CALD and Aboriginal and Torres Strait Island community |
| Administration | <ul style="list-style-type: none"> • Undertake organisational processes to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner • Duties include telephone and face to face contacts, IRIS data entry and case closure summaries. |
| Support and Organisational | <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 Family Service Team Leader. • Attend and participate in staff meetings. • Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements. • Attend and participate in staff meetings. • Assist with other tasks that support the delivery of service and the team. • Provide reports as required by the Team Leader and Manager of Child and Family Services |
| Other | <ul style="list-style-type: none"> • Other duties as directed |

CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, and 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 which is currently \$72,296.41 gross 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. | 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 |
| People Contact | 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 |
| Administrative Tasks | 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 |
| Transport | Drive vehicles possibly over long distances and in all traffic and weather conditions. | Regularly |