

	Position Title: Senior Worker On Call Service		Team: On Call Service		Region: Western
	Supervisor: Team Leader On Call Service	Delegations and Authorities: In Line with Delegations Policy	Band: B	Date Completed: October 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>The On Call Service program was developed to more effectively meet the after hour needs of carers and clients across a number of Berry Street Programs across the state. The program provides after hours response and support to Berry Street's Out of Home Care Services being Residential Services, Foster Care, Kinship Care, Leaving Care and Lead Tenant programs as well as intensive case management. These services include rostered staff models and volunteer carers accommodating approximately 400 clients.</p> <p>The On Call Service program responds to a range of issues which may require over the phone advice, liaising with DHHS After Hours and general support during a crisis or difficult incident in a home based care setting, residential care unit or complex case management. It may also require face to face support which will be coordinated through the On Call Service program. Common issues which arise may include medical emergencies, behavioural management issues, absconding, suicidal behaviour, issues involving drugs, police apprehension and general advice particularly with new placements.</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 On Call Service Worker will:</p> <ul style="list-style-type: none"> • Provide a comprehensive 'after hours' On Call Service. • Provide safety for our clients based on the management plans for children and young people in placement • Maintain strong professional relationships with colleagues within Berry Street, in DHHS and other organisations.
	REPORTING RELATIONSHIPS
	<p>This role covers state-wide but is based at our Mt Helen Office.</p> <p>This role reports to the Team Leader - On Call Service, who will provide supervision and review. This role has no direct reports.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> • Conduct oneself 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 is committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street is 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 sound report writing and proof reading & computer literacy coupled with an ability to liaise and constructively negotiate with all relevant stakeholders and skill in resolving conflictual issues with same. • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies. • Knowledge of, and ability to apply, a range of assessment, intervention and interactive skills with young people displaying difficult to manage behaviours who may be on Protective or Youth Justice Orders. • Demonstrated ability to liaise with DHHS, and other relevant government and non-government agencies at both casework and program development levels, and demonstrated links with existing relevant networks within the youth work field. • Demonstrated experience in working with young people on Statutory Protective and Youth Justice Orders, and a sound knowledge of the nature of protective issues, homelessness, trauma and attachment, disability and the implications for their emotional and behavioural development. • Extensive experience working with families and social/service networks to enhance young peoples' lives. • Well-developed individual and systemic advocacy skills. • Knowledge of the Children, Youth and Families Act (2005) and Protection and Care's Best Interest planning principles and procedures and relevant legislation. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in Social Work, Youth Work or other related discipline. • You must have a minimum of three years' experience within the sector. • 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"> •

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • To respond to 'out of hours' calls made by Berry Street staff, volunteers and clients to the On Call Service • To ensure that the intervention implemented is consistent with the client's management plans • To conduct risk / safety assessments as required • Ensure processes regarding the arrest of a client are followed • To provide advice, direction, support & initial defusing (as required) for staff, volunteer carers and clients within the limits of your delegated authority • To complete all necessary incident reports and ensure that they are processed promptly • To provide written documentation for all calls received and intervention implemented • To notify Berry Street management in the event of a serious incident and emergency services if required • To ensure that the Department of Human Services is notified when issues arise with statutory clients • To secure warrants, access to secure welfare and other interventions that may be required through DHHS • To maintain and update the Wiki as required to ensure case managers are fully aware of any actions taken with regard to their clients • To liaise with other Berry Street staff as required to gain a comprehensive understanding of the programs being supported and their clients
Coordination and Support	<ul style="list-style-type: none"> • On their shift, provide support and direction for team members during and post incidents • On their shift monitor workloads and staff wellbeing • Upline any concerns from their shift to the Team Leader or Manager On Call Service
Program Monitoring, Development and Quality Improvement	<ul style="list-style-type: none"> • In conjunction with the Team Leader and Manager On Call Service develop, maintain and review appropriate service manuals, policy guidelines and performance indicators • Support the Team Leader and Manager On Call Service to monitor trends, service gaps and emerging program needs • Assist in advocating and ensuring ongoing program relevance and improvement
Other	<ul style="list-style-type: none"> • To participate in orientation training and staff development • To attend relevant staff meetings and have regular supervision • Other duties as directed.

CONDITIONS OF EMPLOYMENT

1. You will initially be employed at our Mt Helen Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
2. 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.
3. The remuneration for this position is SCHADS Level 6 PP1 \$39.84 per hour plus 25% casual loading and other relevant shift penalties under the *Berry Street Victoria 2014-2017 Agreement*. The value of the salary can be increased through salary packaging.
4. 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.
5. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
6. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-employment health declaration, a criminal records check and proof of identity and qualifications.
7. 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.
8. 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.
9. 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.	Occasional
	Work nights.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Occasional
	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
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.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	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.	Occasional