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|  | Position Title: Case Support Worker | | Team: Home Based Care | | Region: Northern |
| | Supervisor: Team Leader Home Based Care | Delegations and Authorities: In Line with Delegations Policy | | Band: A | Date Completed: 25 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>Berry Street aims to provide a high quality out of home care service that is responsive to the specific needs of children and young people who are at risk or who have experienced the trauma of family violence, child abuse and neglect. Berry Street aims to provide high quality foster carers who will provide a safe and nurturing environment for children and young people in care.</p> <p>Berry Street provides Foster Care services in the Northern Region of Metropolitan Victoria. The program provides General, Intensive and Complex Foster Care for children and young people who are unable to live with their own families. 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. Some young people are supported by Targeted Care Packages.</p> |
| OUR VALUES | | PRIMARY OBJECTIVES OF THE ROLE |
| <p><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></p> <p><i>Courage:</i> To be the best we can be and to never give up</p> <p><i>Integrity:</i> Expect a personal and organisation commitment to honesty</p> <p><i>Respect:</i> Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p><i>Accountability:</i> Be responsible for our own actions</p> <p><i>Working Together:</i> Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p> | | <p>The Case Support Worker will:</p> <ul style="list-style-type: none"> • Support the Home Based and Specialised Care program by providing transport to young people in care, or young people who are living with their families or independently with the support of a Targeted Care Package. • Supervise contact. • Provide care to young people within carers' home for up to eight hours at a time. • Provide practical assistance to young people and their families who are supported by Targeted Care Packages. |
| | | REPORTING RELATIONSHIPS |
| | | <p>This role is based at our Eaglemont Office.</p> <p>The Case Support Worker reports to the Team Leader Home Based Care who will provide supervision and review.</p> |

| EXPECTATIONS | |
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| <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 public speaking, presentations and facilitation skills). • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies. • The ability to develop strong working relationships with young people, carers and families. • Demonstrated knowledge of child development and the implications of abuse, trauma and neglect. • Understanding of the issues related to children coming into care and their families and of the statutory Child Protection system. • Ability to provide case support work in complex situations and with children presenting with difficult behaviours. • Ability to work with voluntary and statutory clients. | |
| QUALIFICATIONS AND OTHER REQUIREMENTS | DESIRABLE |
| <ul style="list-style-type: none"> • 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"> • Previous experience providing Case Support Work in this sector. • Diploma of Welfare (or equivalent) |

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

| ACCOUNTABILITY | SPECIFIC RESPONSIBILITIES |
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| Direct Service Delivery | <ul style="list-style-type: none"> • To assist case managers by transporting children to appointments, school and contact. • To provide support to carers within a team approach to address day-to-day management issues. • To support recreational, social and vocational programs for individual clients that meet their specific needs. • To liaise with the caseworker and professionals in relation to the client's needs. • To assist the clients in developing healthy and appropriate communication skills and connections. • To supervise contact between young people and their families. • To provide care for young people in carers' homes for up to eight hours at a time. • To ensure client confidentiality at all times. |
| Administration | <ul style="list-style-type: none"> • To liaise on a regular basis with the program case management staff. • To document any incidents according to the DHHS CIMS procedure. • To keep up to date case notes where/when appropriate. • To meet the statutory administrative requirements of the program. • To participate in relevant organisation meetings. • Work within a team structure that promotes a high standard of care and ethical response to children and young people living in foster care. • Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements. |
| Program Development | <ul style="list-style-type: none"> • To liaise with case managers to maintain placements and provide leaving care support to children and young people in the out of home care program. • To keep abreast of relevant theoretical legislative and policy documents. |
| Other | <ul style="list-style-type: none"> • Other duties as directed. • Abide by the Code of Conduct |

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 remuneration for this position is SCHADS Level 3 Pay Point 1 \$28.4936 per hour plus a 25% casual loading, 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-employment health 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 |
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| Work Environment | Manage demanding and changing workloads and competing priorities. | Regular |
| | Work in a team environment. | Daily |
| | Work in different geographic locations. | Regular |
| | Be exposed to all outdoor weather conditions. | Occasional |
| | Work in unstructured environments (e.g. outreach). | Occasional |
| | 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. | 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 |
| Manual Handling | Undertake manual handling (eg: lifting, moving, transferring, twisting, restraining, supporting) of clients. | Occasional |
| People Contact | Liaise with government, non-government and community organisations. | Occasional |
| | 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. | Daily |
| | 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 |
| | Assist with personal and self-care activities such as toileting, meals, dressing and maintenance of personal hygiene. | Occasional |
| Administrative Tasks | Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, | Daily |

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| | participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data. | |
| | Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards. | Regular |
| 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 |
| General Tasks | Undertake general household duties (eg: food preparation, sweeping, dusting, shopping, mopping, vacuuming, laundering, gardening, cooking, cleaning baths, showers and toilets). | Occasional |