

	<b>Position Title:</b> Senior Case Manager - GOALS		<b>Team:</b> Youth Services		<b>Region:</b> Northern
	<b>Supervisor:</b> Senior Manager Youth and Family Services	<b>Delegations and Authorities:</b> In Line with Delegations Policy		<b>Band:</b> B	<b>Date Completed:</b> 2 November 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 offers a variety of youth, housing, support and education programs across region.</p> <p>The GOALS Program is a holistic support service for young people aged between 16-25 years who are homeless or at risk of becoming homeless. The program provides support to young people with the aim of achieving independent living by providing practical support and resources during the young person's participation with the GOALS Program.</p> <p>The GOALS Program offers support to young people across a number of domains including accommodation, independent living skill development/consolidation, education and training, social and personal development and community connections within a community residential setting.</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 Senior Case Manager – GOALS is to provide a leadership role within a small team with direct supervision to the GOALS Case Manager and Volunteer Live-in Mentor. The role is required to carry a case load of young people and support them across a number of domains to ensure personal development and community connection. The role will ensure quality service delivery, oversee the smooth running of the household and property management.</p>
		REPORTING RELATIONSHIPS
		<p>This role is based at our GOALS property in Preston.</p> <p>This role reports to the Senior Manager Youth and Family Services who will provide supervision and review.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> <li>• 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.</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 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.</li> </ul>	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> <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 practising and promoting self-care strategies.</li> <li>• Demonstrated leadership skills with experience in leading and managing both employees and volunteer caregivers to achieve desired outcomes.</li> <li>• Knowledge and demonstrated skills and experience in the provision of case management and service delivery to young people who sometimes have challenging support needs.</li> <li>• Demonstrated understanding of, and respect for, the needs of children with a disability; Aboriginal culture, including cultural safety and awareness; and cultural and linguistic diversity (CALD), including cultural safety for children from CALD backgrounds.</li> <li>• Knowledge of the Homeless Service System and a broad understanding of issues related to youth homelessness.</li> <li>• A commitment to a team approach of working coupled with the capacity to work independently and in isolation from other staff members for periods of time.</li> </ul>	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> <li>• A tertiary qualification in Youth/Social Work or associated human service 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>• Demonstrated ability to work in partnership with young people to identify activities and programs that will promote an interest in education and training.</li> <li>• A knowledge and demonstrated ability to liaise with Department of Health &amp; Human Services 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 and housing.</li> </ul>

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• To lead and supervise the GOALS Case Manager and Volunteer Live- in Mentor</li> <li>• To work collaboratively with the GOALS team to provide a high standard of service delivery to young people</li> <li>• To be available to work after-hours when needed to facilitate group activities/house meetings at times appropriate to the clients</li> <li>• Provide daily support to clients on site and a level of outreach support when required</li> <li>• To maintain a caseload of approximately 4 young people and outreach to young people transitioning out of the program</li> <li>• To promote the smooth running of the household including providing support and guidance to residents to assist in resolving conflict in the household</li> <li>• To co-ordinate care team/professionals meetings with relevant external agencies as appropriate</li> <li>• Provide a high level of engagement to the young people on a regular basis.</li> <li>• To assist the young people to further develop living skills to enable them to become independent and self-motivated.</li> <li>• Provision of case management, support, information, advocacy and referral for young people as required in areas such as housing, counselling, legal, employment, education, income, health, family issues etc.</li> <li>• To assist young people who are transitioning in and out of the program including induction programs and skills assessment</li> <li>• Coordinate the advertisement and assessment process for prospective new young people for suitability to the program</li> <li>• Attend to the needs of the program participants by providing ongoing support and direction to ensure their stability and harmony, including participating in regular site meetings</li> <li>• Develop in conjunction with the young people and others as appropriate, plans with specific objectives, goals and anticipated timelines, tasks and responsibilities necessary to achieve the young person's goals.</li> <li>• To engage appropriate secondary consultation and professionals around the needs of the young people as required. E.g. education and/or training, job service providers, legal, income and counselling services.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• To maintain the confidentiality and safety of all young people's files.</li> <li>• To ensure the smooth operation of the GOALS office on a day to day basis including management of petty cash funds ordering of office supplies, household groceries and general items</li> <li>• To undertake such program administrative duties as directed</li> <li>• To participate in relevant organisational meetings including team meetings as required</li> <li>• To ensure smooth running of household including cleaning rosters, maintenance of necessary household items and general household management</li> </ul>
<b>Community, Education &amp; Development</b>	<ul style="list-style-type: none"> <li>• To promote and advocate youth issues relevant to the needs of young people with Local, State and Federal groups/agencies, donors and Government departments as necessary</li> <li>• To build capacity and knowledge of access and resources within the broader community, education/training and employment sector to enhance service delivery to young people participating in the GOALS program</li> </ul>

	<ul style="list-style-type: none"> <li>• To build and maintain strong connections to local community</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• To actively participate in staff meetings and annual program reviews, program and policy development and associated activities</li> <li>• To participate in relevant staff development opportunities.</li> <li>• Conduct room inspections when necessary</li> <li>• To co-ordinate the cleaner and provide direction as necessary</li> <li>• To manage maintenance request/liaise with relevant trades people and services and keep updated records of maintenance/household requirements</li> <li>• Other duties as directed</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>

## 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 Preston Property. 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 6 Pay Point 1 \$78,738.66 gross per annum (full time equivalent), 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
<b>Work Environment</b>	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.	Daily
	Work back to back shifts.	Occasional
	Wear personal protective equipment (e.g.: rubber gloves) to provide protection from potential infectious and hazardous substances.	Occasional
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan office.	Daily
	Work in isolation	Daily
	Sit at a computer or in meetings for extended periods.	Regular
	Present at court and other jurisdictions.	Occasional
	Perform 'on call' duties.	Occasional
<b>People Contact</b>	Work with clients who may have a physical or sensory disability.	Occasional
	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.	Occasional
	Support and participate with clients in recreational activities (e.g.: gardening, ball games, swimming, walking, camping, hiking, trampolining, tennis, and cricket).	Occasional
	Facilitate access to specialist, generic and community services.	Regular
	Undertake supervisory, recruitment, training and professional development activities.	Regular
<b>Administrative Tasks</b>	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	Daily

	information and data.	
	Undertake intensive administrative tasks, which include computer work, report writing (e.g. financial reports), participating in meetings and concentrating for long periods of time.	Regular
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Regular
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
	Use public transport including trains, buses, trams and taxis.	Occasional
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional