

	Position Title: Integrated Family Services Case Manager - Latrobe		Team: Community		Region: Gippsland
	Supervisor: Team Leader Integrated Family Services	Delegations and Authorities: In Line with Delegations Policy	Band: A	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>Berry Street Gippsland provides services to children, young people and their families across Gippsland with the current focus of our work being in the Latrobe Valley and surrounds.</p> <p>Integrated Family Services (IFS) receives referrals from ChildFIRST and provides specialised in-home case management and engagement of vulnerable families. Services are tailored to the family and their needs in forming together a Family Action Plan. Service provision comes in forms of providing parenting skills, professional development, secondary consultation, referrals and group work interventions.</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 Integrated Family Services Case Manager role involves the provision of effective case management and support for children and their families, through the provision of case work, parenting strategies and referral/networking to other service providers including child protection. The IFS Case Manager role is part of the broader ChildFIRST Inner Gippsland partnership alliance.</p>	
		REPORTING RELATIONSHIPS	
		<p>This role is based at our Morwell Office, and is part of the broader Community Partnerships team which also includes Transition to Work, L2P, Engage!, Moving On Up, Early Childhood Development project, Tuning Into Kids & Tuning Into Teens, IFS Latrobe / Baw Baw and South Gippsland.</p> <p>This role reports to the Team Leader Integrated Family Services who will provide supervision and review. This role has no direct reports and works in conjunction with other team members.</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 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. • Experience in working with families in the health and welfare sector. • Demonstrated specialist knowledge and experience in working with vulnerable children and families from a diverse background and presenting with a variety of issues and needs, including resistance to engagement with professionals. • An understanding of the issues confronting children and families involved in the child protection system. • An understanding of key government policy directions and their impact on the community sector, including Child FIRST and Best Start. • Demonstrated experience in case management and group work interventions. • Demonstrated ability to work collaboratively in an inter and intra agency framework to achieve the best outcomes for clients. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A minimum Diploma level qualification in Social Work, Psychology, Community Welfare or another relevant field. • 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"> • Experience in project work in the welfare sector. • Excellent networking and assessment skills.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Participate in the needs assessment of young people and their families referred to the service. • Compilation of a Family Action Plan with all families referred into the service. • Participate in monitoring and reviewing the ongoing needs of young people and their families involved in the services through a care team approach and formal review process. • Provide effective case management and support for young people and their families through the provision of case work, vocational advice and assistance, the facilitation of small groups programs, including recreational activities. • Utilise the programs and resources of Inner Gippsland Child FIRST and Integrated Family Services partnership agencies to develop referral linkages to a number of youth related programs and activities in Latrobe & Baw Baw Region. • Utilise assertive outreach skills and actively engage with young people and their families through a range of innovative and creative approaches.
Administration	<ul style="list-style-type: none"> • Provide reports in an agreed format to the Team Leader IFS, and Senior Manager Community Partnerships, monthly and as requested. • Participate in relevant ChildFIRST and IFS Practitioners meetings. • Maintain accurate program and client case records according to Berry Street policy. • Maintain accurate client information on the required data base – IRIS and Berry Street internal system.
Program Development	<ul style="list-style-type: none"> • Assist in the development of the Youth and Family Case Manager role within the Latrobe & Baw Baw Child FIRST and Integrated Family Services alliance. • Ensure referral mechanisms and protocols to and from the program are maintained.
Evaluation	<ul style="list-style-type: none"> • Evaluate effectiveness of program against program objectives and values. • Participate in ongoing reviews of the program with the Team Leader and Senior Manager.

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 Morwell 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 5, PP1 \$72,296.41 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
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Daily
	Work in unstructured environments (e.g. outreach).	Daily
	Work office hours with the possibility of extended hours.	Daily
	Work in an open plan office.	Daily
	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.	Regular
	Work with clients who may have a physical or sensory disability.	Occasional
	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
	Support and participate with clients in recreational activities (e.g. swimming, hiking, camping, ball games, walking).	Occasional
	Facilitate access to specialist, generic and community services.	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.	Regular
	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
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional