

	<b>Position Title:</b> CSnet Training and Support Project Officer		<b>Team:</b> Organisational Effectiveness		<b>Region:</b> Central
	<b>Supervisor:</b> Senior Internal Consultant - CSnet	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> A	<b>Date Completed:</b> 30 October 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>CSnet is an integrated client management system used across several program areas at Berry Street.</p> <p>The CSnet Training and Support Project Officer will primarily work with the Out of Home Care suite of programs - Residential Care, Therapeutic Residential Care, Foster Care, Kinship Care, Kinship First Support, Intensive Case Management Service and Case Management – to train, support and upskill staff on CSnet, and embed CSnet into daily practice, in accordance with the Department of Health and Human Services’ program requirements, and support other Berry Street programs and services as required.</p> <p>The CSnet Training and Support Project Officer will also support the development of new CSnet activities and the implementation of upcoming programs onto CSnet.</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 CSnet Training and Support Project Officer:</p> <ul style="list-style-type: none"> <li>• Provide onsite CSnet support and training to all Out of Home Care programs and staff.</li> <li>• Develop CSnet training packages and resources and maintain all support documentation.</li> <li>• Assist with CSnet design consultation process and provide implementation support for new programs.</li> <li>• Support the Senior Internal Consultant – CSnet with tasks, as required.</li> <li>• Provide regular updates to the Senior Internal Consultant – CSnet.</li> </ul>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Richmond Office.</p> <p>The CSnet Training and Support Project Officer reports to the Senior Internal Consultant - CSnet 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>• A sound understanding of Out of Home Care services and practices.</li> <li>• Ability to deliver training in a variety of settings and audiences, and develop learning materials.</li> <li>• Demonstrated experience in working with databases and/or computer systems.</li> <li>• Demonstrated ability to liaise effectively with internal and external stakeholders at all levels.</li> <li>• Demonstrated ability to manage varied and conflicting work demands, work independently, under pressure of tight timelines ensuring to manage stress and practising and promoting self-care.</li> </ul>	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> <li>• A tertiary qualification in community services or relevant field.</li> <li>• Experience working in the Out of Home Care and Community sector.</li> <li>• Experience working with online data bases and computer systems.</li> <li>• Experience with delivering training.</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>• An understanding of the Department of Health and Human Services Program Requirements and compliance.</li> </ul>

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Training and Support	<ul style="list-style-type: none"><li>• Provide regular training and support to Out of Home Care programs and staff.</li><li>• Develop CSnet training materials and resources.</li><li>• Keep the CSnet Support Wiki page up-to-date.</li></ul>
CSnet development and implementation	<ul style="list-style-type: none"><li>• Coordinate consultation sessions, collection of information and logistics related to this process.</li><li>• Liaise with CSnet and participate in meetings, as required.</li><li>• Assist with the development of training materials for new programs.</li><li>• Provide implementation training support and onsite support for new programs.</li></ul>
Supervision	<ul style="list-style-type: none"><li>• Participate in regular supervision.</li></ul>
Administration	<ul style="list-style-type: none"><li>• Provide regular updates to Senior Internal Consultant - CSnet</li></ul>
Other	<ul style="list-style-type: none"><li>• Other duties as reasonably required.</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 Richmond 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 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.
7. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
8. 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.
9. 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.
10. 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.
11. 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.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	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.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Undertake manual handling (e.g.: lifting, pulling, pushing, moving, transferring, twisting, supporting) of equipment, which would be of varying weight and size	Occasional
<b>People Contact</b>	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
<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 information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Extensive travel between locations.	Regular

