

	<b>Position Title:</b> Case Manager		<b>Team:</b> Intensive Case Management Services (ICMS)	<b>Region:</b> Gippsland
	<b>Supervisor:</b> Team Leader ICMS	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> A	<b>Date Completed:</b> 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 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>We provide residential care and home-based care services for young people unable to reside with their families, a contracted case management service for young people on Child Protection orders and a range of education and training programs for those young people who are unable to access mainstream education and training, including a Registered School in Morwell, and mentoring programs. Some young people are in all components of our services, others in one or two.</p> <p>Berry Street ICMS in the Gippsland Region provides case management and intensive support for young people aged 12-17 years who are on statutory orders with Department of Health &amp; Human Services (DHHS), either through Child Protection or Juvenile Justice, or who have come into contact with DHHS Child Protection.</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 role will focus on the provision of intensive levels of support and case management to young people aged 12 –17 who are most “at risk” in the community. These young people are subject to statutory orders either with Child Protection or Youth Justice, and Berry Street provides the contracted case management in accordance with case planning and Children’s Court directions.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Morwell Office.</p> <p>This role reports to the Team Leader ICMS who will provide supervision and review. This role has no direct reports.</p>

## EXPECTATIONS

- 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

- Excellent written and oral communication skills, the ability to negotiate with others, to work across a number of different areas & communicate effectively with all levels of staff, volunteers and external bodies.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Demonstrated skills and experience in the provision of support and service delivery to young people with challenging behaviours.
- 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.
- 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.
- Knowledge of the Children, Youth and Families Act (2005) and Protection and Care's Best Interest planning principles and procedures.
- Willingness to work flexible hours as determined by the demands of the position, including on-call/recall support to clients and other members of the staff team.
- 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, especially in the Gippsland Region.

## QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in Social Work, Youth Work or 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.

## DESIRABLE

- N/A

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• Carry a case load of 6-8 young people in the target group.</li> <li>• Provide individual support through a direct casework service aimed at minimising the protective concerns and maximising personal development through a range of intervention techniques.</li> <li>• Develop ways of engaging 'at risk' young people who may not have responded to traditional intervention.</li> <li>• Liaise with relevant services and advocate on behalf of 'at risk' young people to ensure access to resources and facilities where necessary.</li> <li>• Work with young people and their families and other significant people in their lives to facilitate contact, negotiate secure alternative accommodation options and provide assistance with conflict resolution as appropriate.</li> </ul>
<b>Case Planning and Case Management</b>	<ul style="list-style-type: none"> <li>• Carry a case load of 6-8 young people in the target group.</li> <li>• Provide individual support through a direct casework service aimed at minimising the protective concerns and maximising personal development through a range of intervention techniques.</li> <li>• Develop ways of engaging 'at risk' young people who may not have responded to traditional intervention.</li> <li>• Liaise with relevant services and advocate on behalf of 'at risk' young people to ensure access to resources and facilities where necessary.</li> <li>• Work with young people and their families and other significant people in their lives to facilitate contact, negotiate secure alternative accommodation options and provide assistance with conflict resolution as appropriate.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Carry a case load of 6-8 young people in the target group.</li> <li>• Provide individual support through a direct casework service aimed at minimising the protective concerns and maximising personal development through a range of intervention techniques.</li> <li>• Develop ways of engaging 'at risk' young people who may not have responded to traditional intervention.</li> <li>• Liaise with relevant services and advocate on behalf of 'at risk' young people to ensure access to resources and facilities where necessary.</li> <li>• Work with young people and their families and other significant people in their lives to facilitate contact, negotiate secure alternative accommodation options and provide assistance with conflict resolution as appropriate.</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 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. This position is inclusive of full private use of a Berry Street motor vehicle.
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 identify 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.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Daily
	Be exposed to all outdoor weather conditions.	Regular
	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
	Work in buildings which may be two-storey.	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.	Regular
<b>Manual Handling</b>	Undertake manual handling (e.g.: lifting, moving, transferring, twisting, restraining, supporting) of clients	Occasional
<b>People Contact</b>	Liaise with government, non-government and community organisations.	Daily
	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.	Daily
	Facilitate access to specialist, generic and community services.	Daily
	Undertake 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 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
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Regular