

	Position Title: Case Support Worker		Team: Home Based Care		Region: Hume
	Supervisor: Team Leader, Home Based Care	Delegations and Authorities: In Line with Delegations Policy	Band: B	Date Completed: February 2019	

ORGANISATIONAL INFORMATION

OUR VISION AND PURPOSE	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>Berry Street in the Hume Region provides a Home Based Care service, which aims to meet the needs of children and young people who are unable to live at home with their family for periods of time. The service offers a continuum of care ranging from overnight through to longer term and for children aged from birth to 18 years of age. The service continuum takes steps to serve those from the voluntary end of the system (overnight, respite) to the most tertiary end (complex). The Home Based Care team also provides support to Kinship care placements to support assists kinship carers to provide the best possible care to children living in kinship care.</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 or neglect. Berry Street aims to provide high quality carers who will provide a safe and nurturing environment for children and young people in care.</p> <p>Berry Street's Home Based Care Program is funded by the Department of Health & Human Services.</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 never give up, maintain hope and advocate for a 'fair go'</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<ul style="list-style-type: none"> • To provide operational support to the HBC & Kinship Care team to enhance client outcomes. • To provide a range of case support tasks for clients and carers within the HBC program which typically include, but are not limited to, supervising access visits between children and their families where there are safety or risk issues present, transporting children to services, support staff in the delivery of intake services and responses to program clients and providing support to foster carers.
	REPORTING RELATIONSHIPS
	<p>This role is based at our Shepparton Office. It is part of the broader Home Based Care Team which also includes Kinship care.</p> <p>This role reports to directly to Team Leader – Home Based Care who will provide supervision and review. This role has direct reporting responsibilities in regards to external agencies and also works in conjunction with other team members.</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 within the principles of continuous improvement and occupational health and safety.
- Berry Street is committed to the principles of social justice. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.
- 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 being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.

KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- A basic understanding of the Children, Youth and Families Act 2005.
- An understanding of the theoretical frameworks that underpin Berry Street's approach to out of home care, in particular child development, attachment, grief and loss and trauma.
- Demonstrated ability to work effectively under supervision and within a collaborative team to meet accountability requirements
- Demonstrated commitment to working collaboratively and the capacity to negotiate and liaise with staff, carers and volunteers, DHHS, and other agencies or services.
- Demonstrated ability to engage with children, young people and their families and foster carers.
- 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
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- 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 practicing and promoting self-care strategies.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in Social Work, Youth Work or other relevant field or currently undertaking study in a related discipline.
- 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

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • To provide case work support to program staff to establish and maintain placements in the various components of foster care, including case management responsibilities as required • To provide assistance to program staff to undertake case work supervision and support for children, young people and their families in accordance with the Looking After Children framework. • To provide support and supervision to volunteer foster families. • Undertake responsibility for the facilitation of access arrangements for children and young people in out of home care and their families. • Transport children to and from placement, appointments and school where necessary. • Engage with professionals in matters relating to the transport and access of clients. • To participate in the program duty roster and undertake intake responsibilities where required. • To participate in supervision, staff appraisal and staff development in accordance with the Berry Street policies. • To participate in relevant organisational meetings as required. • To keep abreast of relevant theoretical, legislative and policy documentation. • To participate in a rostered after hour's service as required. • Other duties as directed.
Program Development	<ul style="list-style-type: none"> • Participate in the development of program guidelines and evaluations processes for Home Based Care program.
Administration	<ul style="list-style-type: none"> • Undertake organisational processes to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner. • Maintain up to date client and care-giver files in accordance with Berry Street's Records Management procedure and Berry Street policies. • Provide assistance to program staff in the development and completion of Best Interest Plans, court reports and other relevant DHHS reporting to ensure a high standard of client care. • Use the appropriate tools, including electronic and web enabled client, care giver and case management information systems to capture critical client information.
Other	<ul style="list-style-type: none"> • Act in accordance with the Code of Conduct. • To keep abreast of relevant theoretical legislative and policy documents. • Attend and participate in HBC staff meetings. • Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements.

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| | <ul style="list-style-type: none">• Provide reports to the Team Leader Kinship Care as required and requested.• 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 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. |
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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 Shepparton 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 4.1 \$65, 326.56 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 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
Work Environment	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
	Present at court and other jurisdictions.	Occasional
People Contact	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.	Regular
	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
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.	Daily
	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.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional