

	<b>Position Title:</b> Case Manager		<b>Team:</b> Home Based Care		<b>Region:</b> Northern
	<b>Supervisor:</b> Team Leader – Home Based Care	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> A	<b>Date Completed:</b> December 2018	

## ORGANISATIONAL INFORMATION

OUR VISION AND PURPOSE	ROLE CONTEXT
<p><b>We believe children, young people and families should be safe, thriving and hopeful.</b></p> <p><b>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</b></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><b>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</b></p>	<p>Berry Street (Northern) provides Home Based Care (HBC) services in the Northern Melbourne metropolitan region of the Department of Health Human Services.</p> <p>The program provides Complex, Intensive and General HBC for children and young people who are unable to live with their own families. Most children and young people are placed in out of home care following child protection intervention. A small number are in care on a voluntary basis. Voluntary and statutory placements can be of a short or long-term nature.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><b><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></b></p> <p><b>Courage:</b> to never give up, maintain hope and advocate for a ‘fair go’</p> <p><b>Integrity:</b> to be true to our word</p> <p><b>Respect:</b> to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations</p> <p><b>Accountability:</b> 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><b>Working Together:</b> to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p><b>REPORTING RELATIONSHIPS</b></p> <p>This role is based at our Eaglemont Office and is part of the broader Home Based and Specialised Care Program. The Case Manager – Home Based Care reports to the Team Leader who will provide supervision and review.</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

- Strong understanding of the issues for children coming into care and their families and of the statutory Child Protection system.
- Demonstrated ability to case manage complex needs and issues for clients, families and an ability to advocate for client needs and best interests.
- Knowledge and experience of current theoretical approaches & frameworks for working with highly vulnerable children, young people and their families, including strengths based approaches.
- A strong capacity to engage and work flexibly and creatively with families in a non-judgemental approach.
- Awareness of the issues related to working in cross cultural human services with knowledge of the issues facing culturally and linguistically diverse communities.
- Understanding of issues related to working with volunteers.
- 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
- 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 Community Services, Social Work or a related discipline is essential.
- 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

- Previous Experience in Case Management, Child, Youth and Family Services.
- Knowledge and understanding of the current Children, Youth and Family Act.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• To provide complex casework management services for children, young people and their families as required including regular contact and visits.</li> <li>• To manage and maintain a case load of clients, and to lead the care teams for young people in care.</li> <li>• Recruit, assess and support volunteer carers capable of providing intensive support to children and young people presenting with issues.</li> <li>• To assist in the provision of specialised training and support programs to carers that will enable them to acquire skills needed in the care of young people who have experienced trauma.</li> <li>• To establish and maintain placements and provide leaving care support to young people in the out of home care program.</li> <li>• To provide supervision and support to volunteer foster carers.</li> <li>• Establish Care Teams where appropriate.</li> <li>• To participate in program caregiver assessment and review processes.</li> <li>• Undertake holistic assessments of children and young people with complex needs to develop a clear understanding of the child's placement and therapy needs.</li> <li>• Communicate all relevant information to others as required, including the Department of Health and Human Services (DHHS).</li> <li>• To keep abreast of relevant theoretical legislative and policy documents.</li> <li>• To participate in case allocation, case planning, review and case closure processes for clients of the service.</li> <li>• To participate in the continued evaluation and refining of the program's model, case allocation, case work procedures and the linkages to home based care.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Work within a team structure that promotes a high standard of care and ethical response to children and young people living in foster care.</li> <li>• Attend and participate in HBC staff meetings.</li> <li>• Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements.</li> <li>• Provide reports to the Team Leader Home Based Care and senior manager home based care as required and requested.</li> <li>• Managing brokerage for clients and applying for funding for placement support.</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• To apply Berry Street initiative such as Secure Base and use the new Client Management System CSNet.</li> <li>• To establish and maintain placements and provide leaving care support to children and young people in the out of home care program.</li> <li>• To provide casework supervision and support services for children, young people and their families as required.</li> </ul>

	<ul style="list-style-type: none"><li>• To provide supervision and support to volunteer home based care families.</li><li>• To participate in program caregiver assessment and review processes.</li><li>• To assist the Recruitment, Training and Assessment Workers in the recruitment, assessment and training of volunteer home based care families.</li><li>• To keep abreast of relevant theoretical legislative and policy documents.</li></ul>
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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 Eaglemont 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, Pay Point 1 \$74, 534.72 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. Choose one
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.	Regularly
	Work in a team environment.	Daily
	Work in different geographic locations.	Occasional
	Be exposed to all outdoor weather conditions.	Occasional
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Daily
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Occasional
	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>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.	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
<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.	Occasional