

	Position Title: Senior Case Manager Specialised Care (TCPs)		Team: Home Based Care		Region: Northern
	Supervisor: Team Leader Specialised Care	Delegations and Authorities: In Line with Delegations Policy	Band: B	Date Completed: December 2018	

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>The introduction of Targeted Care Packages (TCP) enables children and young people from Residential Care and Home Base Care to return home, or transition into care arrangements where their needs will be better met. Alternative placements could include with parents, family or friends, a foster carer, independent or semi-independent living or other forms of care. The aim of Targeted Care Packages is first and foremost to achieve better outcomes for children and young people in out-of-home care. To that end, the best interests of children and young people will guide all decision-making when considering care and support options to ensure a tailored response. At the heart of the framework is the child and carer with specialist therapeutic intervention & support services wrapped around the young person to enable them to experience a sense of belonging, support to achieve and thrive with hope for their future.</p> <p>The Senior Case Manager is responsible for providing Home-Based-Care case management services to children and young people with challenging behaviours and or complex needs requiring the development of an individualised care program. The role will also include special recruitment, training and on-going support to carers as well as a strong commitment to a care team approach.</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"> • The Senior Case Manager Specialised Care-Targeted Care Packages is responsible for providing complex case management services to children, young people and their families. This case manager holds a more complex and high risk case load relative to general case managers. • To assess children and young people and develop and review individual case plans which specify objectives of interventions, anticipated timelines, and tasks and responsibilities necessary for their achievement. • Liaise with relevant services and advocate on behalf of children & young people to ensure access to resources where necessary.
	REPORTING RELATIONSHIPS
	<p>This role is based at our Eaglemont office. It is part of the broader Home Based and Specialised Care team. This role reports to Team Leader Specialised Care 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"> • Knowledge and demonstrable experience in delivering innovative and effective approaches for young people with complex needs. • Knowledge of the Out of Home Care system and Child Protection statutory requirements. • Demonstrated ability to achieve positive outcomes for young people through a strengths-based, outcomes-focused case management approach. • The capacity to advocate, engage and negotiate with relevant stakeholders including family and school/educational networks where appropriate. • Demonstrated ability to working collaboratively and the capacity to negotiate and liaise with staff, carers and volunteers, DHHS, other stakeholders. • 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	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in Social Work, Youth Work or other 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. 	<ul style="list-style-type: none"> •

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • To provide complex casework management services for young people as required including regular contact and visits. • To utilise a child-centred family-focussed approach to engage parents and work towards building their capacity to provide for the safety stability and development of their children. • To manage and maintain a case load of clients with intensive and complex needs. • To be involved in the recruitment, assessment and at times training of volunteer carers. • To offer support and supervision to caregivers and if needed linking them to specialised training and support programs that will enable them to acquire skills needed in the care of children presenting complex behaviours. • To establish and maintain placements with the support and consultation from a therapeutic specialist when appropriate. • Communicate all relevant information to others as required, including the Department of Health and Human Services (DHHS) • To keep abreast of relevant theoretical legislative and policy documents. • To participate in case allocation, case planning, review and case closure processes for clients of the service • To regularly review children's care plans in corporation with the care team. • Establish Care Teams where appropriate. • To establish and maintain placements and provide leaving care support to children and young people leaving care.
Administration	<ul style="list-style-type: none"> • To be responsible for writing up case notes which include intake sheets, telephone and face to face contacts and case closure summaries. • Ensure that service delivery information is collected and recorded in a professional and timely manner. • Contribute to the maintenance of ongoing record keeping of a client record system consistent with DHHS reporting requirements and which ensures compliance with Privacy Legislation. • To comply with Quality Assurance processes designed for the service and Berry Street including data collection and evaluation. • Undertake organisational processes to ensure that all administration and documentation requirements are initiated and completed.
Program Development	<ul style="list-style-type: none"> • To work together with the Team Leader for Specialised Care to identify and develop Targeted Care Packages.
Other	<ul style="list-style-type: none"> • Act in accordance with the Code of Conduct. • Comply with organisational quality assurance processes, policy, legal requirements and professional practice standards. • Represent the service at relevant forums and other activities as required. • Attend and participate in staff meetings.

- | | |
|--|--|
| | <ul style="list-style-type: none">• Prepare and deliver case presentations in team meetings or other learning environments as required.• Attend and participate in regular supervision according to Berry Street Supervision standards and requirements.• Undertake relevant training.• Provide reports as required.• Other duties as directed |
|--|--|

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 6 pay point 1 \$81, 253.12 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.	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