

	Position Title: Case Manager		Team: Home Based Care		Region: Hume
	Supervisor: Team Leader – Home Based Care	Delegations and Authorities: In Line with Delegations Policy	Band: A	Date Completed: January 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).</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. The Home Based Care Program is part of Berry Street's Hume Services. Berry Street provides services in the following shires - City of Greater Seymour and the Shires of Moira, Strathbogie, Murrindindi and Mitchell. There are offices located in Seymour and Seymour.</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 participate in the delivery of a high quality Home Based Care program via the appropriate matching of children and young people to trained foster families. • To provide case work and case management of clients in both voluntary and statutory foster care, including direct work with young people and birth families. • To provide supervision and support to volunteer foster families.
	REPORTING RELATIONSHIPS
	<p>This role is based at our Seymour 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 regard to external agencies and also 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"> • Strong communication and written skills and the capacity to negotiate and communicate with a range of professionals and individuals. • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies. • A sound knowledge of the Children, Youth and Families Act 2005. • A thorough 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. • An understanding of the complexity of the service system and the issues involved in providing services to statutory clients. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in Social Work, Psychology 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. 	<ul style="list-style-type: none"> • Experience in the sector is preferred, although not mandatory.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • To establish and maintain placements in the various components of foster care, including case management responsibilities as required. • To provide 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. • To participate in program caregiver review processes. • To undertake organisational processes to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner. • 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.
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. • Develop and complete 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.
Program Development	<ul style="list-style-type: none"> • Participate in the development of program guidelines and evaluations processes for the Home Based care program
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. • Provide reports to the Team Leader HBC as required and requested. • 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 Seymour 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.
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.	Occasional
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	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
	Present at court and other jurisdictions.	Regular
	Perform 'on call' duties.	Occasional
Manual Handling	Undertake manual handling (e.g.: lifting, moving, transferring, twisting, restraining, supporting) of clients.	Occasional
	Undertake manual handling (e.g.: lifting, pulling, pushing, moving, transferring, digging, twisting, restraining, supporting) of equipment, which would be of varying weight and size.	Occasional
People Contact	Work with clients who may have a physical or sensory disability.	Occasional
	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
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Support and participate with clients in recreational activities (e.g.: gardening, ball games, swimming, walking, camping, hiking, trampolining, tennis, and cricket).	Occasional
	Facilitate access to specialist, generic and community services.	Regular

	Assist with personal and self-care activities such as toileting, meals, dressing and maintenance of personal hygiene.	Occasional
	Undertake supervisory, recruitment, training and professional development activities.	Daily
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
	Undertake intensive administrative tasks, which include computer work, report writing (e.g. financial reports), participating in meetings and concentrating for long periods of time.	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
	Use public transport including trains, buses, trams and taxis.	Occasional
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional
General Tasks	Undertake general household duties (e.g.: food preparation, sweeping, dusting, shopping, mopping, vacuuming, laundering, gardening, cooking, cleaning baths, showers and toilets).	Occasional