

	<b>Position Title:</b> Senior Case Manager		<b>Team:</b> Home Based Care		<b>Region:</b> Hume
	<b>Supervisor:</b> Senior Manager Child and Family Services	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> B	<b>Date Completed:</b> February 2019	

## 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 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 &amp; 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 Shepparton and the Shires of Moira, Strathbogie, Murrindindi and Mitchell. There are offices located in Seymour and Shepparton.</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>The key objectives of this position are:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• To provide supervision and support to volunteer foster families.</li> </ul>
	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 the Senior Manager Child and Family Services who will provide supervision and review. This role has direct reporting responsibilities regarding external agencies and works in conjunction with other team members.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> <li>• 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.</li> <li>• Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.</li> <li>• 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.</li> <li>• 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.</li> </ul>	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> <li>• Strong communication and written skills and the capacity to negotiate and communicate with a range of professionals and individuals &amp; highly developed analytical and sophisticated report writing skills.</li> <li>• Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.</li> <li>• Knowledge of the key theoretical frameworks which underpin Berry Streets approach to out of home care.</li> <li>• Well-developed assessment skills congruent with the theories of attachment and trauma.</li> <li>• Well-developed knowledge of the stages of child development, as well as a sophisticated understanding of life stages.</li> <li>• Strong understanding of the issues for children coming into care and their families and of the statutory Child Protection system.</li> <li>• Demonstrated ability to manage a complex and dynamic case load of clients who have been seriously affected by trauma and who display challenging behaviour.</li> <li>• Demonstrated ability to advocate for client needs, influencing decisions in client's best interests as well as a care team approach.</li> </ul>	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> <li>• A tertiary qualification in Social Work, Psychology or a related discipline is essential.</li> <li>• A sound knowledge of the Children, Youth and Families Act 2005.</li> <li>• 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.</li> </ul>	

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• To establish and maintain placements in the various components of foster care, including case management responsibilities as required.</li> <li>• To provide case work supervision and support for children, young people and their families in accordance with the Looking After Children framework.</li> <li>• To provide support and supervision to volunteer foster families.</li> <li>• To participate in program caregiver review processes.</li> <li>• To undertake organisational processes to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</li> <li>• To participate in supervision, staff appraisal and staff development in accordance with the Berry Street policies.</li> <li>• To participate in relevant organisational meetings as required.</li> <li>• To keep abreast of relevant theoretical, legislative and policy documentation.</li> <li>• Other duties as directed.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Undertake organisational processes to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</li> <li>• Maintain up to date client and care-giver files in accordance with Berry Street's Records Management procedure and Berry Street policies.</li> <li>• Develop and complete Best Interest Plans, court reports and other relevant DHHS reporting to ensure a high standard of client care.</li> <li>• Use the appropriate tools, including electronic and web enabled client, care giver and case management information systems to capture critical client information.</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• Participate in the development of program guidelines and evaluations processes for the Home Based care program</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Act in accordance with the Code of Conduct.</li> <li>• To keep abreast of relevant theoretical legislative and policy documents.</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 HBC as required and requested.</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 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 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. 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.	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
<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