

	<b>Position Title:</b> Targeted Care Package Support Workers		<b>Team:</b> Targeted Care Packages		<b>Region:</b> South Eastern
	<b>Supervisor:</b> Coordinator, Targeted Care Packages	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> A	<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>The introduction of Targeted Care Packages (TCP) enables children and young people from Residential Care and Home Base Care to 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.</p> <p>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.</p> <p>At the heart of the framework is the child and carer with specialist therapeutic intervention &amp; 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>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><b>Berry Street expects all staff to apply these Values in all aspects of their work.</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 primary objectives of the role includes the following:</p> <ul style="list-style-type: none"> <li>• Help prepare the young person to get ready for school or other day program, and to be flexible with hours to meet the young person’s required schedule.</li> <li>• Transportation of the young person as required – to support their engagement in designated day program, and attendance of other appointments as required.</li> <li>• Assisting with homework and activities and generally overseeing their care until the carer returns from work.</li> <li>• Support carers to create a safe placement for a young person in their care.</li> <li>• Help support the young person to develop independent living skills, including travel training if required.</li> <li>• Assist the young person with exploring and accessing community based services and activities (including extracurricular activities, health and fitness, counselling, etc)</li> <li>• Mentoring and support</li> <li>• Provide documentation required to liaise and update professionals.</li> <li>• Ensure an environment that provides a sense of safety, structure, acceptance and security at all times for children and young people.</li> </ul> <p>Please note that specific goals and objectives will be tailored to specific clients, according to their individual TCP.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Noble Park office. It is part of the broader Complex Client Services teams.</p> <p>This role reports to the Coordinator, Targeted Care Packages who will provide supervision and review. This role has no direct reports and 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

- Demonstrated understanding or willingness to learn appropriate legislation, policy and issues relating to children and young people involved with Child Protection and Youth Justice.
- Highly-developed capacity for emotional self-regulation including the capacity to set and maintain consistent boundaries to provide safety, stability and consistency.
- Excellent written and oral communication skills and the ability to adapt engagement and communication strategies according to the situation.
- Demonstrated capacity engaging children and young people and the ability to not only work with displays of emotional and behavioural dysregulation but to be able to understand the underlying causes behind this for example Trauma and Attachment effecting child development.
- Ability to exhibit empathy for the young people in our care in an open minded and non-judgemental manner.
- Ability to think clearly, calmly making decisions as required including situations of crises or emergency.
- The capacity to advocate, engage and negotiate with relevant stakeholders including family and school/educational networks where appropriate.
- Understanding of issues related to working with volunteers, and voluntary clients.
- 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.
- 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 Certificate IV in Social Work or Community Services (or you are currently in the middle of studying) or Tertiary Qualification in Social Work, Community Services or 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

- Experience working with young people is highly desirable
- Previous experience working sensitively and with a culturally appropriate focus on Aboriginal clients.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• To actively support the young person's integration into school or other day program, including preparing them for school (e.g. help them pack their bag, ensure they have lunch and ancillary items are included).</li> <li>• Transport the young person to and from school or other day program, and on some occasions wait at school if the young person is on a reduced schedule.</li> <li>• Transport the young person to adhoc appointments or meetings as required.</li> <li>• Provide before and after school care, which includes supporting them with homework and other educational needs which may include after school activities.</li> <li>• Work closely with the young person's carer in providing collaborative therapeutic consistent care for the young person.</li> <li>• Support the young person to maintain important links with their family of origin, friendship networks and the local community.</li> <li>• Assist the young person with exploring and accessing community based services and activities (including extracurricular activities, health and fitness, counselling, etc)</li> <li>• Assist young person to develop their independent living skills, including travel training if required.</li> <li>• To provide a high standard of emotional and physical care to the young person, ensuring their safety and well-being.</li> <li>• To be responsible for the communication of all relevant information about the young person to other professional staff that support them and their carer/s (key worker, case manager, DHHS, school and other support services etc...).</li> <li>• Have input to the implementation of the individual therapeutic treatment plans, LAC, crisis management plans and case plans.</li> <li>• To liaise with counsellors, health workers, drug and alcohol agencies and other professionals involved in the children and young people's lives, as required.</li> <li>• To follow all plans that have been developed for the young person.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• To record accurately and appropriately all information and activities regarding the young person and to share relevant information to other professional staff as required.</li> <li>• To notify the appropriate person of incidents as they occur and provide accurate information that is required for incident reporting</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <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 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.</li> <li>• Other duties as directed</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 Noble Park 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 unqualified rate SCHADS Level 3, Pay Point 1 \$29.0900 plus 25% casual loading gross per hour, 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
<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