

	Position Title: Senior Case Manager	Team: Home Based Care		Region: Northern
	Supervisor: Team Leader, Home Based Care	Delegations and Authorities: In Line with Delegations Policy	Band: B	Date Completed: March 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 (Eaglemont) provides Home Based Care (HBC) and residential case management services in the Northern Region of Melbourne for the Department of Human Services.</p> <p>The program provides Complex, Intensive and General HBC for children and supports young people who are living at home or with kinship carers with the support of a Targeted Care Package (TCP).</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>	<p>The Senior Case Manager is responsible for providing Complex Home Based Care and Targeted Care Package (TCP) case management services to children and young people and their families. The role will also include:</p> <ul style="list-style-type: none"> • Providing a family sensitive and child focussed casework service to the children and adolescents who are supported by Berry Street's TCP program or are in placements with Home Based Care program. Working in collaboration with staff, families, carers and representatives of the Department Health & Human Services to deliver an effective case management service for young people with a complex classification. • The Senior Case Manager works closely with the Team Leader and TCP Coordinators on program development, stakeholder management and reporting and plays a key role in mentoring Case Managers. • Wherever possible (consistent with case plan directions) they will provide the overarching case management role aimed at minimising the protective concerns and maximising personal development through a range of intervention techniques. • Develop individual case plans which specify objectives of intervention, 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.</p>

This role reports to the Team Leader, Specialised Care who will provide supervision and review.
This role has no direct reports and works in conjunction with other team members.

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

- 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 in relationships.
- Comprehensive knowledge and understanding of child development and abuse and neglect including well developed skills in risk assessment in the context of the child.
- Demonstrated ability to work with families who experience significant parenting challenges.
- 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
- 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

- A tertiary qualification in Psychology, Social Work or a related discipline is essential.
- Previous experiencing providing case management services for young people in out-of-home care.
- Previous experiencing providing case management services for families presenting with complex parenting challenges.

- | | |
|---|--|
| <ul style="list-style-type: none">• 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. | |
|---|--|

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • To provide complex casework management services for children, young people and their families as required including regular contact and visits. • Establish Care Teams where appropriate. • Communicate all relevant information to others as required, including the Department of Human Services (DHS). • 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 participate in the continued evaluation and refining of the program's model, case allocation, case work procedures and the linkages to home based care. • Sound knowledge of relevant legislation. • Participate in a "duty system" during business hours. • To regularly review children's care plans in corporation with the care team. 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. • Ensure young people have a voice in decisions relating to them • To assess the children's needs, monitor their progress and provide support and advocacy as needed. • Provide individual support through a direct casework service aimed at minimising the protective concerns and maximizing personal development through a range of intervention techniques. • Develop ways of engaging the young people who may not have responded to traditional intervention. • In conjunction with young people, their families, DHHS, line management and other professionals as appropriate develop individual case plans that outline goals and specify interventions, timelines and tasks and responsibilities to reach their goals. • Practice culturally sensitive practice and participate in development of Cultural Support Plans. • Liaise with relevant services and advocate on behalf of the young people to ensure access to resources and facilities where necessary. <ul style="list-style-type: none"> • In relation to children and young people in foster care • Recruit, assess and support volunteer carers capable of providing intensive support to children and young people presenting with complex issues.

	<ul style="list-style-type: none"> • To assist in the provision of specialised training and support programs to caregivers that will enable them to acquire skills needed in the care of abused children • To establish and maintain placements and provide leaving care support to children and young people in the out of home care program. • To provide supervision and support to volunteer home based care families and to participate in program caregiver assessment and review processes. • To be involved in the recruitment, assessment and at times training of volunteer carers. • To establish and maintain placements with the support and consultation from a therapeutic specialist when appropriate. • In relation to children living with their families • 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 offer support and supervision to parents 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.
Administration	<ul style="list-style-type: none"> • Work within a team structure that promotes a high standard of care and ethical response to children and young people living in foster care or residential care. • Attend and participate in HBC staff meetings. • Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements. • Provide reports as required and requested. • Managing brokerage for clients and applying for funding for placement support. • 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 parents 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.

	<ul style="list-style-type: none"> • 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.
Program Development	<ul style="list-style-type: none"> • To establish and maintain placements and provide leaving care support to children and young people in the out of home care program. • To provide casework supervision and support services for children, young people and their families as required. • To provide supervision and support to volunteer home based care families. • To participate in program caregiver assessment and review processes. • To assist the Recruitment, Training and Assessment Workers in the recruitment, assessment and training of volunteer home based care families. • To keep abreast of relevant theoretical legislative and policy documents.
Other	<ul style="list-style-type: none"> • Abide by the Code of Conduct • Participate in a rostered after hour's service as required • 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 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. • 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