

	Position Title: Senior Manager	Team: Home Based Care		Region: Northern
	Supervisor: Assistant Director - Out of Home Care	Delegations and Authorities: In Line with Delegations Policy	Band: E	Date Completed: July 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's Northern Region's wider Out of Home Care program includes Home Based Care, Lead Tenant, Children's Specialised Care, Targeted Care Packages, Case Support Workers and Residential Care. The programs are funded by the Department of Health & Human Services.</p> <p>The Senior Manager of Home Based Care holds Home Based Care, Children's Specialised Care, Targeted Care Packages, Lead Tenant and Case Support Workers within their portfolio.</p> <p>The Home Based Care Program provides home based care placements and case management to children & young people between the ages birth and 17 years who are at risk in the community.</p> <p>The program supports approximately over 40 home-based care placements across general, intensive and complex categories. The program also manages respite placements as well as short-term placements via the 'Retainer Model'. The program works with over 60 foster care households.</p> <p>This role holds responsibility for the Lead Tenant program and the Targeted Care Package program which Berry Street is actively trying to grow.</p> <p>Berry Street have also recently developed a pool of casual Case Support Workers who provide transport, in home support and outreach across all Home Based Care Programs.</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 Manager is accountable for:</p> <ul style="list-style-type: none"> The provision of high-quality service through appropriate policy and program development, ensuring that the program reflects best practice principles. Ensuring programs have appropriately skilled caregivers and casework staff who maintain a high quality of family sensitive strengths-based and trauma informed work. Ensuring programs are developed and maintained within the context of the Human Service Standards and program requirements, maintenance of data, regular liaison with key DHHS personnel and strategic planning with the senior leadership team.
	REPORTING RELATIONSHIPS
	<p>This role is based at our Eaglemont Office. It is part of the broader Leadership Team within the Region. This role reports to the Assistant Director - Out of Home Care who provides supervision and review. The Senior Manager has three direct reports and is required to provide management, support and supervision to each of these people.</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

- 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 practising and promoting self-care strategies.
- Familiarity with relevant legislation, guidelines and regulations and the current political environment and its impact on the community sector.
- Demonstrated skills and experience relevant to working with statutory clients, including managing risk and placement issues.
- Demonstrated ability to monitor compliance against a range of standards and assess and implement work processes where appropriate.
- Ability to manage budgets and track expenditure across multiple funding streams.
- Demonstrated experience in managing staff and volunteers, providing supervision, monitoring performance, dealing with complex staffing issues and promoting a positive work culture.
- Experience in planning, developing, implementing and evaluating programs.
- Demonstrated ability to work as part of a senior management team.
- 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.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in social work, welfare or other relevant tertiary qualification.
- 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

- Demonstrated ability to work in a trauma informed way and familiarity with relevant theory.
- Experience in working within statutory programs and volunteers.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • To ensure a high standard of case management practice for all children and young people in Out of Home Care and ensuring the completion of individual placement plans, Looking After Children (LAC) records, monitoring and review mechanisms. • To ensure that volunteer caregivers receive development and training according to their needs and to ensure the provision of a high-quality service delivery in consultation with the Carer Development and Support Team. • To ensure that the program staff work together and share learnings. • To promptly identify and address issues where the delivery of service does not meet the expected standards of Berry Street. • To take responsibility for quality of care concerns that may arise in relation to placements. • Be willing to work flexible hours as determined by the demands of the position. • Manage recruitment, assessment, selection and training of appropriate volunteer caregivers. • Ensure that staff and volunteer caregivers are receiving supervision, support and development according to the Berry Street's policy. • To ensure that the program maintains a pool of carers, able to provide a high standard of care to children and young people. • To liaise with other program managers in relation to client service delivery as required. • To advocate for and on behalf of children and young people with DHHS and other relevant stakeholders. • To be an active member of various internal and external working groups to further develop the service system and implement the Berry Street strategic plan.
Administration	<ul style="list-style-type: none"> • To ensure all practices within the program are in accordance with the relative policy of Berry Street and program requirements. • To ensure that statistical data is collected, forwarded as appropriate in accordance with stipulated timelines. • To provide the Northern Regional Director with a written monthly report in accordance with the policy of Berry Street. • To take responsibility for the quarterly reconciliation of held client brokerage (in conjunction with the Northern Regional Director).
Program Development	<ul style="list-style-type: none"> • In conjunction with the Northern Regional Director, establish service objectives annually, develop performance indicators and evaluate outcomes according to the Berry Street planning cycle. • In conjunction with the Northern Regional Director, promote the development, performance and review of each of the services contained under this role. • To take financial responsibility for the programs including (in conjunction with the Northern Regional Director) the development of annual budgets, monitoring and reviews of expenditure. • To ensure that systems are in place which monitor and analyse the program's performance within the context of funding targets and to identify issues relating to these, should they arise. • To fully explore opportunities and develop proposals to grow the services in the interests of enhancing opportunities for our clients.

	<ul style="list-style-type: none"> • Positively promote the programs within the region as appropriate through public speaking opportunities, forums, networks etc. • Contribute to the development of appropriate policy guidelines and procedures. • To participate in relevant regional and state-wide forums and contribute to policy development and advocacy. • To further develop working relationships with key stakeholders in the interests of enhancing the service. • To develop and maintain links with relevant professional bodies for support and further development of the program. • To liaise with managers from partner agencies.
Other	<ul style="list-style-type: none"> • To take responsibility for the recruitment and induction of staff, including team leaders, to provide high quality service delivery to clients in the program. • Take responsibility for the recruitment, assessment and selection and ongoing training of volunteer caregivers. • To provide supervision to direct reports and ensure that all staff receive regular, quality supervision. • To identify and be responsible for ensuring a high level of professional development for staff and ensure that all staff receives appropriate development and training opportunities. • To monitor workloads, ensure annual staff appraisals are undertaken and maintain position descriptions within the program. • To ensure that staff's leave is planned in such a way that adequate staff coverage is maintained to continue the provision of high-quality services. • To develop working relationships and maintain links with other Berry Street program areas. • To positively promote Berry Street policies and procedures in within program. • Other duties as required.

CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, in accordance to terms and conditions of the contract of employment.
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 contract of employment.
4. The remuneration for this position is negotiable, commensurate with experience and qualifications. The value of the salary can be increased through salary packaging.
5. This position includes an all-inclusive annual motor vehicle allowance of \$10,500 (pro rata) and no other claims for motor vehicle costs can be made to Berry Street. It is expected that the employee's personal vehicle fulfils all work-related purposes and, as a result, no work related travel costs or access to pool cars will be provided. Please refer to the Motor Vehicle Policy for further information.
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, 3 professional referees for Senior Management roles, 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 5 months. During this period, either party can terminate employment with one week's notice. A probationary review before 5 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.	Occasional
	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