

	<b>Position Title:</b> Residential Care Case Manager	<b>Team:</b> Residential Services		<b>Region:</b> Northern
	<b>Supervisor:</b> Team Leader – Residential Services	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band: (A-F)</b> A	<b>Date Completed:</b> June 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’s Residential Services offers accommodation, support and therapeutic care to children and young people who have been assessed as having needs best provided for within a residential setting.</p>
	PRIMARY OBJECTIVES OF THE ROLE
<p><b>OUR VALUES</b></p> <p><i><b>Berry Street expects all staff to apply these Values in all aspects of their work.</b></i></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><b>REPORTING RELATIONSHIPS</b></p> <p>This role is based at our Eaglemont Office.</p> <p>This role reports to the Team Leader – North Residential Services who will provide supervision and review.</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 within the principles of continuous improvement and occupational health and safety.</li> <li>• 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.</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 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.</li> </ul>	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> <li>• Excellent written and oral communication skills (including public speaking, presentations and facilitation 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>• Demonstrated experience in working with children AND young people on Statutory Protective and Youth Justice Orders, and a sound knowledge of patterns of abuse, homelessness, trauma and attachment, disability and the impact of these on emotional and behavioural development.</li> <li>• Demonstrated skills and experience in applying a range of assessment, intervention and interactive skills with young people displaying difficult to manage behaviours.</li> <li>• Sound understanding of the meaning of therapeutic care and of the theories related to trauma and attachment as they impact on children and young people in statutory care.</li> <li>• Demonstrated ability to liaise with DHS, and other relevant government and non-government agencies at both casework and program development levels.</li> <li>• Personal confidence, energy and enthusiasm and the desire to improve the life chances of children and young people entering and leaving residential care.</li> <li>• Skills in working with families and promoting family-sensitive and strengths based practice.</li> </ul>	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> <li>• A tertiary qualification, or equivalent training and experience in Social Work, Youth Work or other relevant field.</li> <li>• Knowledge of the Children, Youth and Families Act (2005) and Protection and Care's Best Interest planning principles and procedures.</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>	N/A

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• Carry a caseload of 7-9 clients, there may be possibilities for case managing lead tenant young people.</li> <li>• To assess the children's needs, monitor their progress and provide support and advocacy as needed.</li> <li>• Provide services on an outreach basis.</li> <li>• Provide individual support through a direct casework service aimed at minimizing the protective concerns and maximizing personal development through a range of intervention techniques.</li> <li>• Develop ways of engaging the young people who may not have responded to traditional intervention.</li> <li>• In conjunction with young people, their families, DHS, line management and other professionals as appropriate develop individual case plans that outline goals and specify interventions, timelines and tasks and responsibilities to reach the goals, .</li> <li>• Liaise with relevant services and advocate on behalf of the young people to ensure access to resources and facilities where necessary.</li> <li>• To work together with residential care staff and other professionals to deliver holistic care for children and young people based on an understanding of theories about trauma and attachment.</li> <li>• Work with young people and their families and other significant people in their lives from a strengths-based framework to facilitate contact and promote these relationships.</li> <li>• To liaise with other professionals to ensure that the program is meeting the educational, health and emotional needs of children and young people including Looking After Children records</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Maintain adequate case records, and prepare all reports and documents as required by DHS, Berry Street, Children's Court or other relevant person or service.</li> <li>• Prepare Critical Incident Reports for DHS and ERINs for Berry Street as required.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Provide reports to the Team Leader, Senior Manager and Regional Director as requested and in the agreed format.</li> <li>• To participate in supervision and organisational meetings as appropriate.</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 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 Northern 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 5 Pay Point 1 (\$74,534.72 per annum) 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 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