

	Position Title: Case Manager - GOALS	Team: Going Out and Living Successfully (GOALS)		Region: Northern Office: Preston
	Supervisor: Senior Case Manager - GOALS	Delegations and Authorities: In Line with Delegations Policy	Band: A Salary: SCHCADS Lv 5	Date Completed: July 2019

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>Going Out and Living Successfully (GOALS) provides case management and accommodation to young people aged 16- 25 years, who are homeless or at risk of homelessness, with a specific focus on young people who have been in State Care.</p> <p>Young people can remain in the program up to two years whilst focusing on education and employment as a pathway into independence.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>We expect 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 GOALS Program offers support to young people across a number of domains including accommodation, independent living skill development/consolidation, education and training, health and wellbeing, social and personal development and community connections within a community residential setting.</p> <p>The main requirements of the role include;</p> <ul style="list-style-type: none"> • To work collaboratively with the GOALS team to provide a high standard of service delivery to young people. • To maintain a caseload of approximately four to five young people. • Develop in conjunction with the young people and others as appropriate, plans with specific objectives, goals and anticipated timelines, tasks and responsibilities necessary to achieve the young person's goals. • To assist the young people to further develop living skills to enable them to become independent and self-motivated. • Provide outreach support to clients when necessary including up to two months post exit.
	REPORTING RELATIONSHIPS
	<p>This role is based at our Preston Office/Residence.</p> <p>This role reports to the Senior Case Manager - GOALS who will provide supervision and review.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> • 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 diversity and inclusion. 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	
<ul style="list-style-type: none"> • 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. • A broad understanding of issues related to youth homelessness and knowledge of the homeless service system. • Knowledge and demonstrated skills and experience in the provision of case management and service delivery to young people with multiple and complex support needs. • A commitment to a team approach of working together coupled with the capacity to also work independently and in isolation from other team members. • Knowledge and demonstrated ability to liaise with Department of Health & Human Services and other relevant government and non-government services that young people may utilise in relation to incomes, physical and mental health, legal, employment, education and training resources and housing. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in Youth Work, Social Work or associated human service field. • 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. 	<ul style="list-style-type: none"> • Demonstrated ability to work in partnership with young people to identify activities and programs that will promote an interest in education and training. • Experience working in a residential environment.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • To work collaboratively with the GOALS team to provide a high standard of service delivery to young people • To work independently and in isolation for periods of time • To be available to work after-hours for the fortnightly house meeting or when needed to facilitate group activities/ at times appropriate to the young people and volunteer and to respond and manage risk • To maintain a caseload of approximately 4 to 5 young people • Provide outreach support to clients when necessary including up to two months post exit • Develop in conjunction with the young people and others as appropriate, plans with specific objectives, goals and anticipated timelines, tasks and responsibilities necessary to achieve the young person's goals • Provision of support, information, advocacy and referral for young people as required in areas such as housing, counselling, legal, employment, education, income, health, family issues etc. • To assist the young people to further develop living skills to enable them to become independent and self-motivated • To engage appropriate secondary consultation and professionals around the needs of the young people as required. e.g. education and/or training, job service providers, legal, income and counselling services • To assist young people who are transitioning in and out of the program including induction programs, skills assessment and practical support • Provide support, handovers and debriefing to the Volunteer Mentor as required • Ability to conduct risk assessment and manage a variety of crisis situations independently • Provide daily support to clients on site • Assist in conducting room inspections when necessary • To promote the smooth running of the household
Administration	<ul style="list-style-type: none"> • To maintain the confidentiality and safety of all young people's files • To operate the smooth running of an office including ordering of office supplies, household supplies, move in kits, first aid supplies and general items • Management of petty cash funds • To participate in relevant organisational meetings including team meetings as required • To ensure smooth running of household including cleaning rosters, maintenance of necessary household items and general household management • To undertake other program administrative duties as required
Program Development	<ul style="list-style-type: none"> • To promote and advocate youth issues relevant to the needs of young people with Local, State and Federal groups/agencies and Government departments as necessary • To build capacity and knowledge of access and resources within the broader community, education/training and employment sector to enhance service delivery to young people participating in the GOALS program • To build and maintain strong connections to local community

	<ul style="list-style-type: none"> • To co-ordinate care team/professional's meetings with relevant external agencies as appropriate
Other	<ul style="list-style-type: none"> • To actively participate in team meetings, planning days and annual program reviews, program and policy development and associated activities • To participate in relevant staff development opportunities • To co-ordinate the house cleaner and provide direction as necessary • To manage maintenance request/liaise with relevant trades people and services and keep updated records of maintenance/household requirements • Other duties as required

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.	Occasional
	Be exposed to all outdoor weather conditions.	Daily
	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
	Use public transport including trains, buses, trams and taxis.	Occasional