

	Position Title: Case Manager	Team: Home Based Care		Region: South Eastern Office: Noble Park
	Supervisor: Team Leader, Home Based Care	Delegations and Authorities: In Line with Delegations Policy	Band: A SCHADS 5.1	Date Completed: August 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>Berry Street provides Home Based Care (HBC) services in the Gippsland Region of the Department of Human Services.</p> <p>The program provides Complex, Intensive and General HBC for children and young people who are unable to live with their own families. Most children and young people are placed in out of home care following child protection intervention. A small number are in care on a voluntary basis. Voluntary and statutory placements can be of a short- or long-term nature.</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 primary objectives of the role are to:</p> <ul style="list-style-type: none"> • Provide complex home-based case management services to children and young people and their families. • The role will include the development of appropriate home-based care placements that meet the needs of children and young people in the program.
	REPORTING RELATIONSHIPS
	<p>This role is based at our South Eastern office. It is part of the broader Home-Based Care team.</p> <p>This role reports to the Team Leader, Home Based Care who will provide supervision and review.</p> <p>This role has zero direct reports and works in conjunction with other team members.</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"> • 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 an ability to advocate for client needs and best interests. • Knowledge and experience of current theoretical approaches & frameworks for working with highly vulnerable children, young people and their families, including strengths-based approaches. • A strong capacity to engage and work flexibly and creatively with families in an anti-discriminatory approach. • Awareness of the issues related to working in cross cultural human services with knowledge of the issues facing culturally and linguistically diverse communities. • 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 • 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
<ul style="list-style-type: none"> • A Bachelor degree or higher in Community Services, Social Work or a related discipline is essential. • 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"> • Previous Experience in Case Management, Child, Youth and Family Services. • Knowledge and understanding of the current Children, Youth and Family Act.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
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. • To manage and maintain a complex case load of clients. • Recruit, assess and support volunteer carers capable of providing intensive support to children and young people presenting with complex issues. • 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. • Establish Care Teams where appropriate. • 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. • To participate in program caregiver assessment and review processes. • Undertake holistic assessments of children and young people with complex needs to develop a clear understanding of the child's placement and therapy needs. • 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. • 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.
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. • Attend and participate in HBC staff meetings. • Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements. • Provide reports to the Team Leader Home Based Care and Manager Child and Family Services as required and requested. • Managing brokerage for clients and applying for funding for placement support.
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.

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

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