

	Position Title: Case Manager - Kinship	Team: Kinship Care		Region: Gippsland Office: Morwell
	Supervisor: Team Leader Kinship Care	Delegations and Authorities: In Line with Delegations Policy	Band: A Salary: 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>Kinship Care is the care provided to a child or sibling group by their extended family or friends, when they are unable to be cared for by their own parents. This kinship arrangement may come about through informal family arrangement, Child Protection intervention, Permanent Care or Family Court involvement.</p> <p>Berry Street Kinship Care Service is a Gippsland wide service and is designed to accommodate all kinship arrangements. The service is tiered and provides for an information and advice phone line, family services outreach service and Child Protection contracted case management.</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 Kinship Care Case Manager will be responsible for all facets of service delivery including case management and family services intervention, and interaction with Child Protection and other government program areas and local community services. Workers will also be expected to facilitate forums and provide community and professional education to service users.</p>	
		REPORTING RELATIONSHIPS	
		<p>This role is based at our Morwell Office.</p> <p>This role reports to the Team Leader Kinship Care 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. • An understanding of the inter-generational factors and complex inter-relationships between extended family members that can promote and impede their capacity to collaboratively provide good care of a child. • An understanding of child development and attachment and trauma factors that can impede a child's development, including early indicators and patterns of behaviour leading to cumulative harm. • An understanding of the relevant legislation and risk and needs assessment framework. • Ability to advocate and present cases for access to services on behalf of families. • A sound knowledge of service responses and interventions that can positively impact on a child's development, and those that can assist in promoting change in behaviour to increase parenting capacity. • Ability to maintain records compliant with legislation and standards and data systems for reporting and informing planning. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in Psychology, 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 as a Case Manager in this sector.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Undertake case management responsibilities for kinship care placements to ensure their on-going stability. • Enhance the capacity of the kinship carers to meet the child's ongoing safety, stability and developmental needs. • Provide case work supervision and support for children, young people and their families in accordance with the Looking After Children framework. • Provide support and supervision to kinship carers. • Establish and maintain family care teams to ensure the engagement of the child's family and extended family in decision making processes. • Participate in Kinship care assessments, training, and review processes.
Administration	<ul style="list-style-type: none"> • Undertake organisational processes to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner. • Maintain up to date client and care-giver files in accordance with Berry Street's Records Management procedure and Berry Street policies. • Develop and complete Best Interest Plans, court reports and other relevant DHS reporting which to ensure a high standard of client care. • Use the appropriate tools, including electronic and web enabled client, care giver and case management information systems to capture critical client information.
Program Development	<ul style="list-style-type: none"> • Participate in the development of program guidelines and evaluations processes for the kinship care program.
Other	<ul style="list-style-type: none"> • Act in accordance with the Code of Conduct. • Participate in a rostered after hour's service as required. • To keep abreast of relevant theoretical legislative and policy documents. • Attend and participate in Kinship staff meetings. • Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements. • Provide reports to the Team Leader Kinship Care as required and requested. • 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.	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