

	Position Title: Duty and Intake Worker	Team: Home Based Care		Region: Southern Office: Noble Park
	Supervisor: Team Leader – Home Based Care	Delegations and Authorities: In Line with Delegations Policy	Band: A Rem: SCHCADS Lv 5	Date Completed: October 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 (Southern) provides Home Based Care (HBC) services in the Southern Melbourne metropolitan region on behalf of the Department of Health and 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 Duty and Intake Worker will work closely with the Placement Coordination Unit at DHHS to establish placements for children referred to the Home Based Care Program.</p> <p>This includes gathering relevant information, matching children and young people to appropriate foster carers and advocating for the necessary resources to enable a successful placement. The role will include the completion of Looked After Children's compliance requirements for a child entering the Out of Home Care system. This role also includes working closely with the wider Home-Based Care team to support Case Managers in the establishment of new placements.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Noble Park Office and is part of the broader Home-Based Team.</p> <p>The Duty and Intake Worker reports to the Team Leader – Home Based 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 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	
<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 practicing and promoting self-care strategies • Demonstrated knowledge of child development and the implications of abuse, trauma and neglect • Understanding of issues related to working with volunteers • Demonstrated understanding of the Looked After Children's Framework and the Program Requirements for Home Based Care. • Ability to provide casework services in complex situations • Ability to work as part of a team • Ability to negotiate and advocate for the meet the best interests of children, young people and carers. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification (minimum Bachelor level) in Social Work (or equivalent). • 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"> • N/A

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • To provide casework management services for children, young people and their families as required including regular contact and visits. • To manage and maintain a case load of clients on the duty system. • Recruit, assess and support volunteer carers capable of providing intensive support to children and young people presenting with 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/ 72 hours meetings where appropriate. • 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 Senior Manager Home Based Care 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.
Other	<ul style="list-style-type: none"> • 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