

	Position Title: Senior Case Manager	Team: Child Youth & Family Services		Region: Western
	Supervisor: Team Leader - Case Management Services	Delegations and Authorities: In Line with Delegations Policy	Band: B Rem: SCHADS Lv 6 Full Private Use Vehicle	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 Western provides case management services in the Central Highlands and Western District Areas within the West Division of the Department of Health & Human Services. The program provides a range of case management services for children and young people who are unable to live with their own families. Members of the Case Management Services team are Child Protection Contracted Case Practitioners and operate within the relevant state legislation and prescribed case practice framework.</p> <p>The Senior Case Manager maintains a caseload of complex clients, while providing case practice advice and support to Case Managers. These clients are typically, but not exclusively within the Intensive Case Management Services and Residential Care Case Management programs.</p> <p>Intensive Case Management Services (ICMS) is a multi-disciplinary statutory Child Protection Service for high-risk adolescents (aged 12-17 years) with multiple and complex needs, requiring intensive case coordination, outreach and support.</p> <p>Residential Care Case Management is a statutory case management service with similar functions to ICMS, however with a less intensive case management focus.</p>	
OUR VALUES		PRIMARY OBJECTIVES OF THE ROLE	
<p>Berry Street expects 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:</p> <ul style="list-style-type: none"> • To reduce high-risk behaviour and increase stability in the life of young people, with whom less assertive case management practice is assessed as being unlikely to be effective. • To support young people, their families and Care Teams in meeting statutory case planning goals, within the Best Interest's Case Practice and Looking After Children Framework's. • To engage young people in proactive leaving care planning, and support and prepare them to transition from Out of Home Care and Child Protection involvement. 	
		REPORTING RELATIONSHIPS	
		<p>This role is based at our Mt Helen Office.</p> <p>This role reports to the Team Leader - Case Management Services who will provide supervision and review and may include supervision of others as allocated.</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 practising and promoting self-care strategies. • Strong interpersonal, conflict resolution and client engagement skills. • Demonstrated experience in case management or therapeutic practice, preferably including a risk assessment and safety planning component. • An understanding of trauma informed case practice and attachment theory, as well as the intergenerational and intersectional nature of abuse and trauma. • A sound knowledge of the Children, Youth and Families Act 2005 and relevant legislation and guidelines. • Demonstrated experience with government and non-government agencies, and a capacity effectively liaise with state services such as Child Protection, Youth Justice, Victoria Police, Court Services Victoria and Area Mental Health Services. • Demonstrated understanding of, and respect for, the needs of children with a disability; Aboriginal culture, including cultural safety and awareness; and cultural and linguistically diverse (CALD), including cultural safety for children from CALD backgrounds. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in Social Work, Psychology or a related discipline. • 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"> • Experience in the provision of case management services to young people in out of home care, or a high-risk client group. • Experience in mental health, alcohol & other drugs, or a statutory case management service. • Experience operating within the Best Interests Case Practice and Looking After Children frameworks. • Experience in Court practice and the preparation of reports to the Court.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Carry a case load of up to 8 young people within the target group, while maintaining a minimum twice weekly contact with allocated clients. • Undertake primary case management responsibilities for young people either in Out of Home or Parental Care, to ensure their on-going stability. • Develop and prepare Best Interests Case Plans, Confidential Court Reports, Quarterly Reports and assist in the development of Looking After Children documents as required and of a high professional standard. • Lead and chair Care Team and Professionals meetings, while promoting and facilitating involvement of young people's family in decision-making. • Perform the duties of a Child Protection Contracted Case Manager, which may at times include: child protective assessment, forensic child interviewing, risk management and safety planning, supervising family contact, and court practice within both the family and criminal division of the Children's Court of Victoria. • Prepare and develop comprehensive leaving care plans, and actively involve young people in the leaving care process. • Ensure practice and service delivery remains in line with the Child Safe Standards and uphold the child safe principles. • Maintain accurate and accessible client records and data via the Department of Health and Human Services Client Relationship Information System (CRIS). • Actively liaise with government and non-government stakeholders.
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 Records Management procedure and Berry Street policies. • 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"> • Provide practice leadership and support to the Case Management team and support the Team Leader in the development of the program. • If allocated, provide direct supervision to members of the Case Management team and assist the Team Leader with team oversight.
Other	<ul style="list-style-type: none"> • Act in accordance with the Berry Street Code of Conduct. • To keep abreast of relevant theoretical, legislative and policy documents. • Attend and participate in staff meetings and training and development. • Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements. • Provide reports to the Team Leader, Senior Manager Child, Youth and Family Services and/or the Western Regional Director, as required. • The role may at times require traveling long distances and occasionally remain away overnight, both for client and training purposes. • Capacity to work flexible hours with extended hours availability if required. • Other duties are 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.	Daily
	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.	Regular