

	Position Title: Case Manager (Intensive Case Management)	Team: South East Case Management Services		Region: Southeast Office: Noble Park
	Supervisor: Team Leader South Eastern Case Management Services	Delegations and Authorities: In Line with Delegations Policy	Band: A Salary: SCHADS 5.1 FPU	Date: November 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's South Eastern Region provides a range of services to children, young people and their families. We provide Residential Services; Home Based Care Services; Community and Education Services; and Complex Client Services – which incorporates contracted case management for young people on Child Protection orders, an Adolescent Support Program that aims to divert young people from the Child Protection system, and Targeted Care Packages.</p> <p>Berry Street South Eastern Case Management Services (SECMS) is funded by Department of Health and Human Services to provide intensive support and case management to children and young people on statutory Child Protection orders, and who are considered the most “at risk” in the community.</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 include:</p> <ul style="list-style-type: none"> Contracted case management of children and young people (generally clients on statutory protective orders) in accordance with Children’s Court directions Assist children, young people and their families to minimise risk and gain stability Promote the maintenance of the child and/or young person with their family, extended family and other support networks Develop stakeholder relationships within the community and be an effective advocate
	REPORTING RELATIONSHIPS
	<p>This role is based at our Noble Park Office. It is part of the broader Complex Client Services, which also includes a Targeted Care Packages.</p> <p>This role reports to the Team Leader, South East Case Management Services who will provide supervision and review. This role has no 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 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. • Demonstrated ability to liaise with DHHS and other government and non-government agencies, at both case work and program development levels. • Demonstrated experience in working with children, young people and families who have complex needs and are on statutory protective and youth justice orders. • A sound knowledge of the nature of protective issues, homelessness, trauma, disability and the implications for their emotional and behavioural development. • Demonstrated experience in networking, program promotion and cooperative work with the government and non-government sector. • Knowledge of the Children, Youth and Families Act and other relevant legislation. • Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A Bachelor qualification in Social Work, Youth Work or other relevant 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"> • Experience in working at the Department of Health and Human Services (DHHS) or another similar agency. • Experience undertaking contracted case management within DHHS, Child Protection or another similar CSO. • Experience working in family and/or family violence services

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Carry a case load of up to 12 children and/or young people, dependent on degree of difficulty and level of risk. • Provide individual support through a direct casework service aimed at minimising the protective concerns and maximising personal development through a range of intervention techniques. • Develop ways of engaging ‘at risk’ children, young people and families who may not have responded to traditional intervention. • Liaise with relevant service and advocate on behalf of ‘at risk’ children, young people and families to ensure access to resources and facilities where necessary. • Work with children, young people and their families and other significant people in their lives to facilitate contact, negotiate secure alternative accommodation options and provide assistance with conflict resolution as appropriate.
Case Planning and Case Management	<ul style="list-style-type: none"> • In cases where there is contracted case management, develop in conjunction with clients, referring DHHS worker and case planner, Case Management Service Team Leader, Manager of Complex Client Services and others as appropriate, individual case plans which specify objective of intervention, anticipated timelines, and tasks and responsibilities necessary for their achievement. • Negotiate with DHHS and other service providers to ensure co-ordinated and co-operative service delivery. • Maintain adequate case records, and prepare all reports and documents as required by DHHS, Berry Street, Children’s Court or other relevant person or service. • Prepare Critical Incident Reports for DHHS and Berry Street as required.
Other	<ul style="list-style-type: none"> • Be prepared to carry a mobile telephone and complete regular outreach activities, responding to crises when required. • Represent Berry Street South Eastern Complex Client Services and/or Berry Street South East Region as required. • Participate in a duty roster for collating and distributing information regarding the oncall updates for SECMS clients. • Be prepared to manage a specialist “portfolio” as required. • Be prepared to work in similar positions within the Complex Client Services programs where required and appropriate. • 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