

	Position Title: Case Manager	Team: Adolescent Support Program		Region: South Eastern 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 MVA	Date Completed: 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>The Northern Adolescent Support Program aims to provide a responsive and flexible outreach service that addresses the needs of young people aged 12 – 17 who are in immediate crisis or at risk of harm, and to provide ongoing support where necessary. Our aim is to assist young people to gain stability in relation to the management of their personal circumstances and provide them with ongoing support as they establish themselves in an appropriate living situation where necessary.</p> <p>A range of strategies may be used by Adolescent Support to achieve the identified outcomes including provision of information to clients and families, case management, referral, community development and group work.</p> <p>The Southern Adolescent Support Program provides an outreach case management and support service to vulnerable young people aged between 12 - 17 in the municipalities who primarily live within their family of origin and may be at risk of out of home care.</p>
<p>OUR VALUES</p> <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>PRIMARY OBJECTIVES OF THE ROLE</p> <p>The primary objectives of the role include:</p> <ul style="list-style-type: none"> • Case work of young people (including some clients on statutory protective orders, in accordance with Children's Court directions and voluntary clients referred from both Child Protection and the broader community) • Assist young people and their families to minimise risk and gain stability • Promote the maintenance of the young person with their family, extended family and other support networks • Develop stakeholder relationships within the community and be an effective advocate <p>REPORTING RELATIONSHIPS</p> <p>This role is based at our Noble Park office.</p> <p>This role reports to the Team Leader of SECMS who 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 be 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 actively engage and connect young people in the flexible delivery of youth services programs. • Demonstrated understanding of child & adolescent development, factors that may impact on development and frameworks to engage young people and their families. • Knowledge of current approaches for working with highly vulnerable, young people and their families, including strengths-based approaches. • Demonstrated experience with a range of youth work intervention models including crisis response, group work and mediation and the ability to undertake holistic assessments of young people. • Ability to maintain records compliant with legislation and standards and data systems for reporting and informing planning • Demonstrated ability to establish, and maintain positive and productive working arrangements with internal and external individuals, organisations and groups 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A Bachelor qualification or higher in Youth Work, Social Work, Community Welfare or other 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"> • Previous experience working with young people. • Group work experience

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Service Delivery	<ul style="list-style-type: none"> • To provide a high-quality service to a caseload of up to 12 young people. • To utilise a client centred, strengths-based approach to engage young people. • To provide high quality ongoing assessment and outreach services to young people referred to the service. • To provide a service that uses a range of intervention strategies informed by youth work principles which includes case work and group work. • To have an increased focus on achieving culturally sensitive practice approaches for CALD young people and families.
Program Development	<ul style="list-style-type: none"> • To participate in case planning, review and case closure processes for clients of the service. • To develop positive links with key service providers and referring agencies including child protection. • Contribute to group work programs. • To assist the service to increase its accessibility to CALD and Aboriginal and Torres Strait Island community
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 • Duties include telephone and face to face contacts, CRISSP/CRIS data entry and case notes and case closure summaries.
Support and Organisational	<ul style="list-style-type: none"> • Act in accordance with the Code of Conduct. • Comply with organisational quality assurance processes, policy, legal requirements and professional practice standards. • Represent the service at relevant forums and other activities as negotiated with the ASP Team Leader. • Attend and participate in staff meetings. • Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements. • Assist with other tasks that support the delivery of service and the team. • Provide reports as required by the ASP/SECMS Team Leader
Other	<ul style="list-style-type: none"> • 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